

 F2 GLOBAL LOGISTICS <small>LET'S MOVE. NOW.</small>	<h1>Operations</h1> <h2>Key Performance Indicator</h2>	Document Number: KPI-OPS-09.01
	Department: Operations	Effective Date: November 25, 2025
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KPI 2025 - November

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	Customs Clearance Processing for Import/Export	10%	IMPORT - On-time = 1-3 days upon arrival of cargoes	Lower is better	Measures the timeliness of customs clearance processing	BOC VASP SYSTEM	100% - Standard no. of days of proc(1-3 working days) 80% - more than 3 working days 50% - more than 4 working days and up
		5%	EXPORT = 1 day processing upon lodgement of entries			Manual Records	100% - standard no. of days (1 day) 50% - more than 1 working day
2	Uploading of Customs Manifest through BOC VASP System	10%	Accuracy - 0 error / Timeliness- Seafreight = 6 hours before arrival	Absolute	Measures the timelines and accuracy of Customs manifest preparation	BOC VASP SYSTEM	100% - within 6 hours before arrival 0% - later than 6 hrs before arrival
		5%	Accuracy - 0 error / Timeliness- Airfreight = 1 hours before arrival				100% - within 1 hr before arrival 0% - later than 1 hr before arrival
3	No Incidental Cost	20%	From Arrival and Departure of Cargo	Lower is better	Measures smoothness of internal work process without incidental cost controllable and absorb by F2.	Finance Report	PHP 0-100% PHP 10,000.00 and below- 80% PHP 10,001.00 to PHP 20,000.00 - 50% above PHP 20,000.00 - 0%
4	Pull-out and Delivery for Containerized Shipment	10%	Pick-up and delivery within the validity Storage/ Demurrage	Lower is better	Measures the timeliness of pick of delivery performance	OPS Monitoring Report/Truck Request Form	100% - Delivery within the storage/ demurrage validity 50% - Undelivered within storage and demurrage validity
		10%	Airfreight & LCL : 1 day after truck request				
5	Return of empty containerized shipment	10%	Return of empty within the (free time) period	Absolute	Measures the timeliness of email pre advise vs shipping lines reply vs date of return	Email OPS Monitoring Report	100% - 1 - 2 days returned empty 80% - 3 -4 days returned empty 50% - 5 days and above returned empty
6	On Time Validation of Haulers Invoices	10%	Turn Over Validated Invoices less than 5 days Upon Receipt from Hauler	Lower is better	Measures the timeliness of validation and turnover of invoices to Finance	Logbook / Trucker's Monitoring	1 to 5 days - 100% 6-10 days-50% above 10 days- 0%
7	Completion of Job File	10%	Within 5 working days upon completion of delivery	Lower is better	Measures the timeliness of turning over to CXS In-Charge of the completed Job File (CEB,CGY,DVO) Measures the timeliness of turning over to Finance In-Charge of the completed Job File (MNL,SUB)	OPS Monitoring Report	1-5 days = 100% 6-7 days = 90% 8-9 days = 80% 10 days & above = 60%

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