	<h1 style="text-align: center;">Operations</h1> <h2 style="text-align: center;">Key Performance Indicator</h2>		Document Number: KPI-OPS-09.03
	Department: F2 Logistics - Operations	Effective Date: November 22, 2022	Revision No 1


KPI 2022

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	Container Utilization	15%	100%	Higher is better	Maximization of container space per teu (For 10'=14 cbm, 20'=28 cbm, 40'=56 cbm)	Loading Instruction/Gate Pass / F2 Cargo System	total cbm divided by 28 cbm e.g. 28/28=100% Note: Total load factor; 28cbm/18tons per teu
2	SEA (FCL / LCL / LAND) pick up & delivery performance	20%	100%	Higher is better	Measures the actual FCL / LCL / LAND pick up & delivery performance	F2 Cargo System	LCL: Pick-up to delivery, 12 days for Visayas & 15 days for Mindanao FCL: Pick-up to delivery, 7 days for Visayas & 9 days for Mindanao LAND: Next day to 3 days upon pickup
3	AIR Pick-up and Delivery Performance	10%	100%	Higher is better	Measures the actual AIR freight cargo pick up & delivery performance	F2 Cargo System	Pick-up to delivery, next day delivery, and day 2, day 3 delivery
4	100% usage of F2 owned trucks/Alliances assigned to the business unit	10%	100%	Higher is better	Actual usage of all F2 owned units on a daily basis	F2 Cargo System	Based on system data and daily reports of actual truck usage
5	Service Failures	10%	100%	Lower is Better	Monitoring of any reported service failure resulting to delays in delivery i.e - Misrouted, rude personnel etc.	CRITICAL CASES IN CRM/NCAR	Scale: 100% - Zero Incident 90% - up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents

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No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
6	Encoding Efficiency	10%	100%	Higher is better	Monitoring of all HWB transactions encoded on a monthly basis.	F2 Cargo System	24hrs upon pickup
7	Document turn-over from Operations to Central Documentation Department/ Documentation In-charge	10%	100%	Higher is better	Turn-over of all documents after cutting of HWB to Central Documentation Department/ Documentation In-charge.	F2 Cargo System (pod)	Transmittal of POD to CDD/Documentation In-charge 24 hours upon encoding
8	Good Warehousing Practices (GWP)	10%	100%	Higher is better	Measures with the compliance of Warehouse Standards as stated in the GWP checklist	GWP Monthly Audit from QAD	QAD Actual Monthly Audit Result
9	Zero Accident	5%	100%	Lower is Better	Measures Number of Accident Reported per BU's	SHE Officers Report	Scale: 100% - Zero Incident 90% - up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents
		100%					

***Manila & Cebu**

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KPI 2022

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	Container Utilization	15%	100%	Higher is better	Maximization of container space per teu (For 10'=14 cbm, 20'=28 cbm, 40'=56 cbm)	Loading Instruction/Gate Pass / F2 Cargo System	total cbm divided by 26 cbm e.g. 24/26=92% Note: Total load factor; 26cbm/18tons per teu/Banana 163 crates per CV
2	SEA (FCL / LCL / LAND) pick up & delivery performance	20%	100%	Higher is better	Measures the actual FCL / LCL / LAND pick up & delivery performance	F2 Cargo System	LCL: Pick-up to delivery, 12 days for Visayas & 15 days for Mindanao FCL: Pick-up to delivery, 7 days for Visayas & 9 days for Mindanao LAND: Next day to 3 days upon pickup
3	AIR Pick-up and Delivery Performance	20%	100%	Higher is better	Measures the actual AIR freight cargo pick up & delivery performance	F2 Cargo System	Pick-up to delivery, next day delivery, and day 2, day 3 delivery
4	Service Failures	10%	100%	Lower is Better	Monitoring of any reported service failure resulting to delays in delivery i.e - Misrouted, rude personnel etc.	CRITICAL CASES IN CRM/NCAR	Scale: 100% - Zero Incident 90% - up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents
5	Encoding Efficiency	10%	100%	Higher is better	Monitoring of all HWB transactions encoded on a monthly basis.	F2 Cargo System	24hrs upon pickup
6	Document turn-over from Operations to Finance	10%	100%	Higher is better	Turn-over of all documents/pods to Finance	F2 Cargo System	Based on reports from Finance monitoring of unreturned pods for billing
7	Good Warehousing Practices (GWP)	10%	100%	Higher is better	Measures with the compliance of Warehouse Standards as stated in the GWP checklist	GWP Monthly Audit from QAD	QAD Actual Monthly Audit Result
8	Zero Accident	5%	100%	Lower is Better	Measures Number of Accident Reported per BU's	SHE Officers Report	Scale: 100% - Zero Incident 90% - up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents
		100%					

***Davao**

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