Operations	Document Number:
Key Performance Indicator	KPI-OPS-09.03

Department: Operations	Effective Date: September 3, 2025	Revision No 0

KPI 2025

KEY PERFORMANCE INDICATORS							
No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	Container Utilization	15%	10' = 12CBM 20' = 26CBM 40' = 56CBM	Higher is better	Maximization of container space per teu (For 10'= 12CBM, 20'=26CBM, 40'=56CBM)	Loading Instruction/Gate Pass /F2 Cargo System	Total CBM divided by 26CBM e.g. 26/26 = 100% Note: Total load factor 26CBM/18tons per teu * 15%
2	SEA (FCL / LCL / LAND) Pick up & Delivery Performance	20%	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	Higher is better	Measures the actual FCL / LCL / LAND pick up & delivery performance	F2 Cargo System / Cargo Status	Delivery Date - Pick-Up Date = Total Number of Transit Days Number of Hit / Actual Transactions * 20%
3	AIR Pick-up and Delivery Performance	10%	Up to 3 transit days from pick up to delivery	Higher is better	Measures the actual AIR freight cargo pick up & delivery performance	F2 Cargo System	Delivery Date - Pick-Up Date = Total Number of Transit Days Number of Hit / Actual Transactions * 10%
4	100% Usage of F2 Owned trucks and/or Alliances assigned to the Business Unit	10%	100% usage of owned trucks/alliances	Higher is better	Actual usage of all F2 owned and/or Alliances assigned units on a daily basis	F2 Cargo System Profit and Loss Report	Based on system data and daily/monthly report of actual truck usage

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

KEY PERFORMANCE INDICATORS						
No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
5	Service Failures	20%	Attended the irregularity within: Critical - 24 hours Important - 48 hours Minimal - 72 hours Cargo Handling Related - 30 days	Lower is Better	Measures the timeliness in response and solving the reported irregularity within the specified time	CRM/NCAR	Scale: 100% - If attended and/or resolved within the leadtime 90% - 24 hours after leadtime 80% - 48 hours after leadtime 50% - More than 48 hours after leadtime 0% - More than 7 working days
6	Encoding Efficiency **and Documents Turnover**	10%	24hrs upon pickup and encoding	Higher is better	Monitoring of all HWB transactions encoded on a monthly basis **and turnover of all documents after cutting of HWB to Central Documentation Department/ Documentation In-charge**	F2 Cargo System	Created When Date - Pick-Up Date = Total Number of Hours/Days Encoded Number of Hit/Actual Transaction
7	Good Warehousing Practices (GWP)	10%	QAD Actual Monthly Audit Result	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% - Zero Incident 90% -up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents	Lower is Better	Measures mumber of accident reported per BU	SHE Officers Report/**Incident Report**	Number of reported accidents Scale: 100% - Zero Incident 90% -up to 2 Incidents 80%- 3 to 5 Incidents 50%- more than 5 Incidents
		100%					

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.