**Result Sheet**

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| **Quality Objectives** | **Process** | **Process Measure** | **Target** |
| 1. **To continuously enhance Service Delivery levels and thereby improve Customer Satisfaction** | | | |
| PM-07 (Internal Communication) | | Measurement of awareness levels about QMS and ACMA activities (through feedback form) | At least 80% of employees should be aware of QMS and ACMA activities |
| PM-09 (Annual Budget) | | Variation from Budgeted Head (Percent) | Not to exceed 15% |
| PM-12 (Upkeep of Office Hardware equipment) | | Internal Customer Satisfaction | Achievement of a minimum of 75% from each user |
| PM-15 (Process for reviewing Customer Requirements, Perception & Feedback) | | Improve Customer Satisfaction rating\*  (Parameter-wise and overall index)  \* Results of External Survey would help in fixing targets | To be decided after the results of external survey |
| PM-16 (Business Enquiries) | | All buyers enquires should be attended to | 100% |
| PM-18 (Process for Vendor Development & Empanelment) | | Supplier Rating | 75% |
| PM-22 (Process for conducting Seminars, Workshop, Training Programs & Joint Events) | | 1. To achieve Customer Satisfaction level for each event 2. Percent of events planned Vs. Actual conducted | 75%  90% |
| PM-25 (Exhibitions & Trade Fairs) | | Customer Rating for services | 75% |
| PM-26 (Library) | | --- | --- |
| PM-27 (Outbound Missions) | | Timely Submission of Mission Report, within 30 working days | 100% |
| PM-29 (Domestic Missions) | | Delegates Rating | 75% |
| PM-30 (Standard Publications) | | 1. Makeover of Publications 2. Customer rating for Buyers guide, IMPACT etc. | Continuous  75% |
| PM-33 (Membership Management) | | To arrest withdrawal due to dis-satisfaction with ACMA services (% of membership withdrawing) | Less than 2% annual |
| PM-34 (Dispatch) | | Return of printed communication due to wrong address in mailing list | Less than 2% |
| 1. **To offer new and innovative knowledge and Skill enhancement programs/ events** | | | |
| PM-10 (Income Generating Events) | | 1. All Income Generating events to be self-sustaining 2. Overall surplus on aggregated basis (measured half-yearly) | a) -  b) at least 20% of Income |
| PM-31 (Uploading information on Members Page of Website) | | No Outdated Information on website | Zero tolerance |
| PM-44 (ACMA awards) | | * Perception rating of participants regarding;     a) Fairness of ACMA Award adjudication Process;  b) Value addition from Feedback Report   * Percentage Increase in number of participants year-on-year | To be decided after Questionnaire gets finalized  To be decided by management at the start of each cycle |
| ~~PM-45 (Preparing for course design)~~ | | ~~Feedback rating of participants w.r.t course structure and content:~~ | ~~At least 80% of participants feedback should be as under;~~   * ~~Relevance to own company – ‘Relevant’ or above~~ * ~~Learning from Presentation – ‘Fairly high’ or above~~ * ~~Ideas Implementable – ‘Many’~~ |
| PM-46 (Process for Clusters) | | 1. Percentage of cluster members completing the cluster program 2. Cluster company satisfaction level with cluster program 3. *Recovery of Outstandings* | ~~90%~~ *75%*  ~~80%~~ *85%*  *100% recovery during cluster duration* |
| ~~PM-47 (Process for Course Presentation)~~ | | ~~Compliance of time norms - Finalization of power points or notes including class plan for the session (in percent)~~ | ~~At least 80% of participants feedback should be as under;~~  ~~- Presentation - ‘Good’ or above~~  ~~- Administrative arrangements – ‘Good’ or above~~ |
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| 1. **To establish a Centre of Excellence for Auto Component Industry** | | | |
| # Plan Document for Project under preparation | | Adherence to Project plan | # under preparation |
| 1. **To maintain high level of participation, engagement in Policy and relevant Standards related activities** | | | |
| PM-32 (Pre-Budget Memorandum) | | 1. No. of meetings with relevant ministries 2. No. of recommendations made regarding the Pre- Budget Memorandum | --- |
| PM-48 (Process for Standards) | | Success rate to represent ACMA in various Agencies/ standard bodies (achieved vs. requested)  No of meetings attended (in percent) | Names of Bodies / Committees  (to be decided in consultation with EC)  80% of all meetings announced |
| 1. **To enhance engagement of Indian Auto Component manufacturers for sustaining and creating business opportunities through Trade Fairs, Seminars, Events, Clusters, Missions etc.** | | | |
| PM-10 (Income Generating Events) | | 1. All Income Generating events to be self-sustaining 2. Overall surplus on aggregated basis (measured half-yearly) | a) -  b) at least 20% of Income |
| PM-16 (Business Enquiries) | | All buyers enquires should be serviced | 100% |
| PM-22 (Process for conducting Seminars, Workshop, Training Programs & Joint Events) | | 1. To achieve Customer Satisfaction level for each event 2. Percent of events planned Vs. Actual conducted 3. Recovery of Outstandings | 75%  90%  85% recovery within one month (Balance within three months) |
| PM-25 (Exhibitions & Trade Fairs) | | Percentage of Target space / slots sold | 100% (overseas Exhibition)  90% (Domestic) |
| PM-28 (Inbound Missions) | | To capture data of Delegates visiting India for networking | 100% |
| PM-30 (Bringing out Publications) | | Circulation of Buyers Guide (enhancement in no. of Buyers Guide circulated) | 20% enhancement |
| 1. **To enhance and develop competent resources** | | | |
| PM-11 (Building Competencies) | | 1. Percentage of Trainees who achieved the desired competency level, as per plan 2. % of Training as per the Training Calendar | a) 85%  b) 60% |
| 1. **Adherence to timelines defined in processes** | | | |
| PM-13 (Statutory Requirement – Election) | | Adherence to timelines for smooth conduct of EC elections | 100% compliance |
| PM-14 (Statutory Requirement – AGM) | | Adherence to timelines (holding the meeting on scheduled date) | 100% compliance |
| PM-19 (Payment to Suppliers) | | Adherence to timelines within 15 days (Domestic Suppliers) | 100% compliance |
| PM-21 (Membership Subscription) | | Timely issue of Invoice by 1st week of April every year (excluding defaulters) | 100% compliance |
| PM\_23 (EC Meeting) | | Adherence to timelines (holding the meeting on scheduled date) | --- |
| PM\_24 (EC Booklet) | | Timely release of Booklet | 100% compliance |
| PM\_25 (Exhibitions & Trade Fairs) | | Adherence to time lines for Handing over Stall | 100% compliance as per agreed time |
| PM-30 (Standard Publications) | | Adherence to timelines for release of publication on schedule date | 100% compliance |
| PM-31 (Uploading information on Members Page of Website) | | Adherence to timelines | 100% compliance |
| PM-33 (Membership Management) | | Updating mailing list following Addition/ Deletion of members within 5 working days of approval from EC | 99% compliance |
| PM-41 (Printing) | | Adherence to timelines for receipt of final printed material in percent | 100% compliance |