

Role Model Organizations

Sl. No.	Area	Parameter	Unit of Measure	Sl. No.	Area	Parameter	Unit of Measure
1	Customer Results	Overall Customer Satisfaction Index	%	26	Society Results	Overall Society Awareness or Satisfaction Index	%
2		Net Promotor Score	%	27		Number of prestigious (including CSR) Awards Won /Year	Number
3		Customer Appreciations (having over 100 customers)	% of Total Customers	28		Number of Press Coverages/Year	Number
4		Customer Complaints (having over 100 customers)	% of Total Customers	29		Compliance to Government Regulation	%
5		Customer Complaint Closing Time	Working Days	30		Contribution to Country's GDP	%
6		Customer Delivery Timeliness (within agreed schedule)	%	31		Corporate Social Responsibility (CSR) Spend as a % of Net Profit	%
7		Customer Visits to Regular Customers	Visits/ Customer/ Year	32		Sourcing from local (applicable only in UAE) organizations	% of total value
8		Market Share (based on number of market players)	%	33		% Procurement from Open or Competitive Tendering	%
9		Brand Awareness Index (among the industry target audience)	%	34		Energy Saving from last year (until it reaches industry benchmark)	%
10		Customer Loyalty	%	35		Lost Time Injury Frequency (Manufacturing / Supply Chain)	of Million Working Hours
11	Customer Growth Rate	%	36	Business Results	Shareholder Satisfaction Index	%	
12	Overall Employee Satisfaction Index	%	37		Banker Satisfaction Index	%	
13	Employee Satisfaction Survey Participation	% of total employees	38		Suppliers Satisfaction Index	%	
14	Employee Suggestion Scheme Participation	% of total employees	39		Revenue/Employee/ Year	USD Mln	
15	Number of Awarded Suggestions/Eligible Employee/ Year	Number	40		Gross Profit/Employee/ Year	USD Mln	
16	Learning & Development Mandays/Employee/Year	Days	41		Net Profit/Employee/ Year	USD Mln	
17	% of Employees Trained	%	42		Return on Investment (ROI)	%	
18	Training Investment/Year	% of Annual Payroll Value	43		Return on Equity (ROE)	%	
19	Induction Training Attendance for new employees	% within 5 working days of joining	44		Return on Asset (ROA)	%	
20	Employees undergoing Annual Performance Mgmt	% of total employees	45		Average Collection Period (ACP)	Days	
21	Employee Recognition & Reward (Annual)	% of total employees	46		Average Payable Period (APP)	Days	
22	Emiratization (limited to UAE Organizations excluding banking & finance)	% of Total Emiratizable Positions	47		Current Ratio	Ratio	
23	Internal Employee Communication Access (at least 2 channels)	% of total employees	48		% Projects Timely Completion	%	
24	Overall Employee Turnover	%	49		% Projects Completion (Within Budget)	%	
25	Nationality Diversity (Over 1000 total employees)	Number	50		Investment in Technology (including IT) as % of Revenue	%	

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