



Knowledge Partner



Category: Best SME with Global Footprint

(Evaluation Methodology- Quantitative Section)

S.No.	Quantitative Factors	Formula	Marks
1.	Manufacturing/ Service System		25
(a)	No. of customer complaint received Vs Total no. of service provided	No. of customer complaint received / Total no. of service provided	5
(b)	No. of customer complaint resolved Vs No. of customer complaint received	No. of customer complaint resolved Vs No. of customer complaint received	5
(c)	Finished Goods Ratio	Total Quality Goods Produced/ Total No. of Product Produced	5
(d)	Inventory Turnover	Cost of Goods Sold / Average Inventory	5
(e)	No. of Overseas client added in a year Vs No. of Client left	No. of new client added in a year/ No. of Client left	7.5
(f)	No. of Overseas clients Vs Total Clients	No. of Overseas clients / Total Clients	7.5
2.	Technology & Innovation		10
(a)	Investment towards technological innovations & R&D	Investment towards technological innovations & R&D / Annual Sales Turnover	10
3.	Sales & Marketing		10
(a)	Export vs Total Sales	Total Export/Annual Sales Turnover	15
4.	Financial Management		15
(a)	Profitability Ratio	Profit before Tax/Annual Sales Turnover	10
(b)	% Annual Financial Growth	(AST2-AST1)x 100/ AST1	5
5.	HR Management		10
(a)	Expenses towards employee salary Vs	Expenses towards employee salary /	<u>2.5</u>

	Operating Expenses	Total Operating Expenses	
(b)	Expenses towards employee training Vs Operating Expenses	Expenses towards employee training / Total Operating Expenses	<u>2.5</u>
(c)	Expenses towards employee welfare Vs Operating Expenses	Expenses towards employee welfare / Total Operating Expenses	<u>2.5</u>
(d)	Expenses towards CSR activities Vs Operating Expenses	Expenses towards CSR activities /Total Operating Expenses	<u>2.5</u>

** AST2 = Annual turnover of present financial year

** AST1 = Annual turnover of previous financial year