



**Knowledge Partner**



**Category: Service Sector**

**(Evaluation Methodology- Quantitative Section)**

S. No.	Quantitative Factors	Formula	Marks
<b>1.</b>	<b>Service Execution System</b>		<b>30</b>
(A)	No. of new client added in a year Vs No. of Client left	No. of new client added in a year/ No. of Client left	10
(B)	No. of customer complaint received Vs Total no. of service provided	No. of customer complaint received / Total no. of service provided	10
(C)	No. of customer complaint resolved Vs No. of customer complaint received	No. of customer complaint resolved / No. of customer complaint received	10
<b>2.</b>	<b>Technology &amp; Innovation</b>		<b>5</b>
(A)	Investment towards technological solutions in service delivery	Investment towards technological solutions in service delivery / Annual Sales Turnover	5
<b>3.</b>	<b>Sales &amp; Marketing</b>		<b>5</b>
(A)	Revenue from Overseas Operation vs Total Sales	Revenue from Overseas Operation /Annual Sales Turnover	5
<b>4.</b>	<b>Financial Management</b>		<b>20</b>
(A)	Profitability Ratio	Profit before tax/Annual sales turnover	10

(B)	% Annual Financial Growth	$(AST2-AST1) \times 100 / T1$	10
<b>5.</b>	<b>HR Management</b>		<b>10</b>
(A)	Expenses towards employee salary Vs Operating Expenses	Expenses towards employee salary / Operating Expenses	<u>2.5</u>
(B)	Expenses towards employee training Vs Annual Sales Turnover	Expenses towards employee training / Operating Expenses	<u>2.5</u>
(C)	Expenses towards employee welfare Vs Annual Sales Turnover	Expenses towards employee welfare / Operating Expenses	<u>2.5</u>
(D)	Expenses towards CSR activities Vs Annual Sales Turnover	Expenses towards CSR activities / Operating Expenses	<u>2.5</u>

\*\* AST2 = Annual turnover of present financial year

\*\* AST1 = Annual turnover of previous financial year