



Empowering India Awards

2019

Knowledge Partner



National Productivity Council

**Category:** Best SME with Global Footprint

**(Evaluation Methodology- Quantitative Section)**

S.No.	Quantitative Factors	Formula	Marks
<b>1.</b>	<b>Manufacturing/ Service System</b>		<b>25</b>
(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
<b>2.</b>	<b>Technology &amp; Innovation</b>		<b>10</b>
(a)	Investment towards technological innovations & R&D	Investment towards technological innovations & R&D / Annual Sales Turnover	10
<b>3.</b>	<b>Sales &amp; Marketing</b>		<b>10</b>
(a)	Export vs Total Sales	Total Export/Annual Sales Turnover	15
<b>4.</b>	<b>Financial Management</b>		<b>15</b>
(a)	Profitability Ratio	Profit before Tax/Annual Sales Turnover	10
(b)	% Annual Financial Growth	(AST2-AST1)x 100/ AST1	5
<b>5.</b>	<b>HR Management</b>		<b>10</b>

(a)	Expenses towards employee salary Vs Operating Expenses	Expenses towards employee salary / Total Operating Expenses	<u>2.5</u>
(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