

## Key Performance Indicators – Plan and manage customer service contacts

Nos.	Key Performance Indicators	Definition	Formula
1.	Total Average Number of Customers at Counters (Per day)	Total Average Number of Customers Attending to Counters per day	-
2.	Total Number of Counter Staffs on duty at Counter (Per day)	Number of Counter Staffs on duty at respective counters per day.	-
3.	Average time for one transaction between customer and counter staff at counter (Per day)	Average transaction time to handle one customer at counter	-
4.	Number of appreciation letters received by customers on counter services (Per year)	Number of appreciation letter by customers to acknowledge good and efficient services	-
5.	Total number of customers complaints received on counter services (Per month)	Total number of customers complaints received on counter services per month	-
6.	Total Monetary Incentives given to Counter Staffs (Per month)	Monetary incentives provided or specifically given to counter staffs	-