



Indian Supply Chain and Logistics Excellence Awards 2012.

Evaluation & Scoring Framework

16 December 2011



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Background

Background

Introduction to Supply Chain & Logistics Excellence Awards 2012

- As part of its initiative of recognizing the best performing firms and individuals in the field of supply chain and logistics, Indian Chamber of Commerce (ICC) is organizing “Supply Chain & Logistics Excellence Awards 2012”
- Deloitte, as Knowledge Partner, is involved in developing the methodology & criteria for evaluation of the participating entities for these awards
- Following categories have been chosen for consideration of the award this year:
 - Warehouse Service Provider of the Year (Sub-Categories – Large player and SME)
 - Air Cargo carrier of the Year
 - Air Cargo Terminal Operator of the Year
 - Road Transporter of the Year (Sub-Categories – Large player and SME)
 - Private Train Operator of the Year
 - Integrated Cold Chain of the Year
 - Railway Zone of the Year
 - Best SCM Solutions Provider of the Year
 - 3PL Excellence Award
 - Supply Chain Operational Excellence Award
 - Contribution to Supply Chain & Logistics (Executive) of the Year

Background

Introduction to Supply Chain & Logistics Excellence Awards 2012

- Nomination of the players in respective categories can be done as follows:
 - Self-Nomination: The players in the field of supply chain and logistics may nominate themselves for consideration under these awards
 - Nomination through readers of Logistics Week: Readers of Logistics Week magazine may nominate the players in respective categories.
 - Each nomination will have to be submitted with details of the firm/individual being nominated.
- The evaluation framework has been created around the core principles of Operational Performance, Range of services, Customer Satisfaction and adoption of Information Technology.
- Evaluation will be based on both objective and subjective parameters. Decision of the Jury shall be final and binding.

Background

Introduction to Supply Chain & Logistics Excellence Awards 2012

- Eligibility for nomination for sub-categories in Warehouse Service Provider and Road Transporter of the Year shall be as per the following:
- Road Transporter of the Year
 - SME entries – Players owning more than 50 and less than 200 trucks,
 - Large Players – players owning more than 200 trucks
- Warehouse Service Provider of the Year
 - SME entries – Players owning more than 5,000 sq.ft. and less than 50,000 sq. ft. of warehousing area,
 - Large Players – Players owning more than 50,000 sq. ft. of warehousing area
- While the questionnaire for both the sub-categories will be same, the entries will be divided into these sub-categories based on their size as mentioned above.

Background

Introduction to Supply Chain & Logistics Excellence Awards 2012

Firm introduction to be furnished along with Nominations

Name of the Firm:

Category applied for:

Year of incorporation:

Address of the Registered Office:

Name of the key Management Personnel:

Presence in India:

Description of services provided by the firm:

Annual turnover of the firm in the last 3 financial years (FY 2010-11, 2009-10, 2008-09):

Brief description of clientele:

Brief paragraph on achievements and capabilities in the category of nomination:

In addition to the above, entry for nomination will need to provide the information sought in specific category for evaluation purpose



Warehouse Service Provider of the Year

Evaluation Framework

Warehouse Service Provider of the Year

Parameter (P)	Weightage %	Basis for awarding points
Span of network	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this.
Number of warehouses in following categories <ul style="list-style-type: none"> • 5000 sq. ft. to 25000 sq. ft. • 25000 sq. ft. to 50000 sq. ft. • 50000 sq. ft. to 100000 sq. ft. • More than 100000 sq. ft. 	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
Performance indicators <ul style="list-style-type: none"> • Average turnover (in Rupees) per square feet • Capacity utilization 	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
Tracking and tracing of goods in warehouse <p>Please provide description of the track and trace process in the warehouse with details on level of information technology being used in the same and number of RFID-enabled warehouses.</p>	5	Subjective evaluation by the Jury on a scale of 0 – 5
Mechanized handling of goods <p>Please provide description of the extent of mechanization in the warehouse in terms of number of MHE per sq. ft of warehouse, types of MHE, process of handling etc.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10

Evaluation Framework

Warehouse Service Provider of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Periodic information to depositors about condition of their goods</p> <p>Please tell us the frequency along with the mechanism for such dispersal of information</p>	5	Maximum frequency will be awarded 5 marks rest will be pro-rated with respect to this
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same percentage of claims/damages vs total revenue 	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Warehouse management system.</p> <p>The system refers to an IT solution/product being used for management of the warehouse and may include modules on purchase system, finance & accounting system, inventory database system and others. Please specify the nature of management system in place including its EDI connectivity to client ERP.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Range of cargo/services dealt with (commodities, temperature controlled etc).</p> <p>Please state the nature of cargo/services with details on capacity and features of the facility.</p>	5	Subjective evaluation by the Jury on a scale of 0 – 5

Evaluation Framework

Warehouse Service Provider of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Certifications</p> <p>Please provide details on certifications with the warehouse including</p> <ul style="list-style-type: none"> • ISO certification • C-TPAT certification • TAPA certification • Accreditation by WRDA, India 	5	Subjective evaluation by the Jury on a scale of 0 – 5
<p>Energy efficiency at warehouse</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Use of renewable/solar energy sources • Practices for environmental protection • Features of construction of warehouse leading to less energy consumption • Electricity consumption per sq. ft. of warehouse area for FY 2010-11 	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Innovation</p> <p>Please provide details on innovative/unique features of the warehouse targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Please describe in not more than 1500 words why you should be considered the best warehouse service provider of the year</p>	15	Subjective evaluation by the Jury on a scale of 0 – 15

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Air Cargo Carrier of the Year

Evaluation Framework

Air Cargo Carrier of the Year

Parameter (P)	Weightage %	Basis for awarding points
Span of network (Cities connected in India)	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
<ul style="list-style-type: none"> Total GTKMs for FY 2010-11 Weight load factors for FY 2010-11 	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
<p>IT-enabled Tracking and tracing of goods</p> <p>Please provide description of the track and trace process followed by the carrier with details on level of information technology being used in the same. Please provide details on customer responsiveness achieved on account of IT-enablement.</p>	5	Subjective evaluation by the Jury on a scale of 0 – 5
<p>Range of specialised products and services available.</p> <p>Please provide details on range of commodities carried such as perishable, express, over-dimensioned cargo etc and range of services provided by the carrier including basic and value-added services.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>On-time performance</p> <p>Please provide details on commitment to on-time performance and support it by numbers on on-time deliveries and claims due to delayed deliveries as % of total revenue</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10

Evaluation Framework

Air Cargo Carrier of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>IT systems for interaction with other stakeholders – Customs, Airports, Customers</p> <p>Please provide details on extent of electronic exchange of information with other stakeholders on various transactions with these stakeholders and linkage with the EDI system. Please mention if all financial transaction with the stakeholders including online booking, acceptance, carting order etc takes place through IT systems. Please also mention the extent of paper flow with these stakeholders.</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Energy efficiency of air cargo carrier</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in fuel consumption • Practices for environmental protection • Fuel consumption (in litres) per GTKM of air cargo carrier for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Innovation</p> <p>Please provide details on innovative/unique features of the air cargo carrier targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Air Cargo Carrier of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same. percentage of claims/damages vs total revenue 24 x 7 customer service for booking, status information and complaints through facilities such as call centres and others 	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>
<p>Security management policy</p> <p>Please provide details of the security management system being followed by the air cargo carrier in terms of cargo screening practices, latest equipment deployed, trained personnel, certifications (TAPA) etc.</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Certifications</p> <p>IATA / ICAO certifications for Air cargo professionals working with the carrier</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Please describe in not more than 1500 words why you should be considered the best air cargo carrier of the year</p>	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>



Air Cargo Terminal Operator of the Year

Evaluation Framework

Air Cargo Terminal Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Performance indicators</p> <ul style="list-style-type: none"> Average turnover (in Rupees) per square feet of terminal area Capacity utilization 	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
<p>Mechanized handling of cargo in the terminal</p> <p>Please provide details on the level of mechanization in the terminal in terms of loading/unloading from trucks, movement of ULDs, storage/retrieval of goods along with equipment details.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Range of specialised services</p> <p>Please provide details on the following:</p> <ul style="list-style-type: none"> Range of commodities handled such as perishable, express, hazardous cargo etc Types of facilities along with their capacities Bonded storage Regulatory support at the terminal in terms of plant quarantine, animal quarantine, customs and others Space for CHAs/FFs Value added services such as pick and pack, labeling etc 	10	Subjective evaluation by the Jury on a scale of 0 – 10

Evaluation Framework

Air Cargo Terminal Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Terminal management system – IT</p> <p>Please provide details on the features of terminal management system in terms of its modules on parking, slotting, information exchange with other stakeholders, online transactions and status of cargo processing and others and its linkage with track and trace system.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>EDI system</p> <p>Please provide the details on EDI system in place, in case it is different from the Terminal Management System. Please mention the features of EDI system in terms of full IT-enablement of all information/data exchanges.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> • mechanism for addressal of customer complaints. • claims/complaints/issues raised by the customers and time taken in resolution of the same. • 24 x 7 customer service for booking, status information and complaints through facilities such as call centres and others 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Air Cargo Terminal Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Security management policy</p> <p>Please provide details of the security management system being followed at the terminal in terms of cargo screening practices, latest equipment deployed, trained personnel, compliance with the latest regulations, certifications etc.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Energy conservation features</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Use of renewable/solar energy sources • Practices for environmental protection • Features of construction of terminal leading to less energy consumption • Electricity consumption per sq. ft. of terminal area for FY 2010-11 	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Innovation</p> <p>Please provide details on innovative/unique features of the warehouse targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Please describe in not more than 1500 words why you should be considered the best air cargo terminal operator of the year</p>	15	Subjective evaluation by the Jury on a scale of 0 – 15

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Road Transporter of the Year

Evaluation Framework

Road Transporter of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Span of network in following categories:</p> <ul style="list-style-type: none"> • Tier 1 cities • Tier 2 cities • Tier 3 & Rural connectivity as % of total connectivity 	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
<p>Capacity deployed on all routes</p> <ul style="list-style-type: none"> • Daily routes of operations • Owned/leased fleet • Contracted fleet from market 	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
<p>Cargo carried in terms of volumes</p>	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
<p>Range of specialised products and services available</p> <p>Please provide details on range of commodities carried such as perishable, express, over-dimensioned cargo etc and range of services provided by the transporter including basic and value-added services.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>On-time performance</p> <p>Please provide details on commitment to on-time performance and support it by numbers on on-time deliveries for FY 2010-11.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>

Evaluation Framework

Road Transporter of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>IT-enabled Tracking and tracing of goods</p> <p>Please provide description of the track and trace process followed by the transporter with details on level of information technology being used in the same.</p> <p>Please provide details on provisions related to online availability of Proof of Delivery and time required for the same.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Energy efficiency of the transporter</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in fuel consumption • Practices for environmental protection • Fuel consumption (in litres) per Tonne-Km of cargo carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Innovation</p> <p>Please provide details on innovative/unique features of the road transporter targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Road Transporter of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. Average monthly number of claims vs total number of customers Average time taken in resolution of the same Avg deductions for claims in Rupees per month vs monthly turnover 24 x 7 customer service for booking, status information and complaints through facilities such as call centres and others 	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>
<p>Safe Operation</p> <p>Please provide details on mechanism employed to minimize number of road accidents and support this with numbers on road accidents for FY 2010-11.</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Please describe in not more than 1500 words why you should be considered the best road transporter of the year</p>	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>



Private Train Operator of the Year

Evaluation Framework

Private Train Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
Span of network (Cities connected in India)	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
Total Tonnes/TEUs of cargo carried for FY 2010-11	5	Maximum value will be awarded 5 marks rest will be pro-rated with respect to this
IT-enabled Tracking and tracing of goods Please provide description of the track and trace process followed by the private train operator with details on level of information technology being used in the same.	5	Subjective evaluation by the Jury on a scale of 0 – 5
Range of specialised products and services available. Please provide details on range of commodities carried such as perishable, express, over-dimensional cargo etc and range of services provided by the train operator including basic and value-added services.	10	Subjective evaluation by the Jury on a scale of 0 – 10
On-time performance Please provide details on commitment to on-time performance and support it by numbers on on-time deliveries for FY 2010-11.	5	Subjective evaluation by the Jury on a scale of 0 – 5

Evaluation Framework

Private Train Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>IT systems for interaction with other stakeholders – Railways & Customers</p> <p>Please provide details on extent of electronic exchange of information with other stakeholders on various transactions with these stakeholders. Please mention if all financial transaction with the stakeholders including online booking, acceptance etc takes place through IT systems.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Energy efficiency of train operator</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in fuel consumption • Practices for environmental protection • Fuel consumption (in litres) per TEU carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Innovation</p> <p>Please provide details on innovative/unique features of the air cargo carrier targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Private Train Operator of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same. Avg deductions for claims per month vs monthly turnover 24 x 7 customer service for booking, status information and complaints through facilities such as call centres and others 	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>
<p>Security management policy</p> <p>Please provide details of the security management system being followed by the train operator in terms of cargo screening practices, latest equipment, trained personnel, compliance with the latest regulations etc.</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Certifications</p> <p>ISO and other certifications on quality aspects</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Please describe in not more than 1500 words why you should be considered the best private train operator of the year</p>	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>



Integrated Cold Chain of the Year

Evaluation Framework

Integrated Cold Chain of the Year

Parameter (P)	Weightage %	Basis for awarding points
No of cold storages along with their capacities owned by the Cold Chain operator	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
No of reefer/refrigerated trucks owned by the Cold Chain operator	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
Volume of perishables carried by the cold chain in tonnes	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
<p>Range of specialised products and services available</p> <p>Please provide details on the following:</p> <ul style="list-style-type: none"> • Range of commodities carried such as agricultural commodity, fruits & vegetables, pharmaceuticals etc • Range of services provided by the Cold Chain including basic and value-added services. • Types of storage facilities including simple cold storages, CA storages etc • Temperature control during transportation 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Integrated Cold Chain of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>IT-enabled Tracking and tracing of goods</p> <p>Please provide description of the track and trace process followed by the Cold Chain with details on level of information technology being used in the same.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Energy efficiency of the transporter</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in electricity/fuel consumption • Practices for environmental protection • Electricity consumption (in Kw-hrs) per Tonne of perishable stored for FY 2010-11 • Fuel consumption (in litres) per Tonne-Km of perishable carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Quality preservation</p> <p>Please provide details on measures related to preservation of quality of perishable commodity being carried by this cold chain supported by numbers for FY 2010-11.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Integrated Cold Chain of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Innovation</p> <p>Please provide details on innovative/unique features of the Cold Chain targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same. 	10	Subjective evaluation by the Jury on a scale of 0 – 10
<p>Safe Operation</p> <p>Please provide details on measures for safe operation, certifications on safety& security, losses/claims in INR as % of turnover and support this with numbers for FY 2010-11.</p>	10	Subjective evaluation by the Jury on a scale of 0 – 5
<p>Please describe in not more than 1500 words why you should be considered the best road transporter of the year</p>	15	Subjective evaluation by the Jury on a scale of 0 – 15

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Railway Zone of the Year

Evaluation Framework

Railway Zone of the Year

Parameter (P)	Weightage %	Basis for awarding points
Net ton km /wagon/day	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
Wagon turnaround for 2009 -10 and 2010-11	5	Minimum value will be awarded 5 marks; rest will be pro-rated with respect to this
Average speed of freight trains	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
GTKM per KM of sidings	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
No of claims per million NTKM for 2009 & 2010	10	Minimum value will be awarded 5 marks; rest will be pro-rated with respect to this
Five oldest pending demands with dates of each programmed and non programmed empty rake supplies as on 30 Nov 2011	10	Shortest demand periods will be awarded 10 marks; rest will be pro-rated with respect to this

Evaluation Framework

Railway Zone of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Track and trace of goods</p> <p>Please provide description of the track and trace process followed by the Railway Zone and mechanism of communication of status/location of cargo to the Customers.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Energy efficiency of the Railway Zone</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in fuel consumption • Practices for environmental protection • Fuel consumption (in litres) per GTKM of cargo carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

Railway Zone of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Innovation</p> <p>Please provide details on innovative/unique features of the road transporter targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. 	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Safe Operation</p> <p>Please provide details on mechanism employed to minimize number of accidents and support this with numbers on accidents for FY 2010-11.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Please describe in not more than 1500 words why you should be considered the best Railway Zone of the year</p>	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>

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Best SCM Solutions Provider of the Year

Evaluation Framework

Best SCM Solutions Provider of the Year

Parameter (P)	Weightage %	Basis for awarding points
<ul style="list-style-type: none"> Annual revenue from sale of supply chain services (in INR) % of SCM Services to rest of business in Revenue 	10	Maximum value will be awarded 10 marks; rest will be pro-rated with respect to this
Clientele <ul style="list-style-type: none"> Number of clients with turnover of more than Rs 100 crores vs total number of clients Industries served Number of clients using comprehensive package and those using individual modules 	20	Maximum value will be awarded 20 marks; rest will be pro-rated with respect to this
Documentation (Manuals) of solutions to assist clients in self-learning	5	Subjective evaluation by the Jury on a scale of 0 – 5
Number of supply chain professionals with certifications from international agencies	5	Subjective evaluation by the Jury on a scale of 0 – 5
Innovation Please provide details on innovative features of the services / solutions offered helping clients in specific requirements & objectives of cost reduction / capture & flow of information.	10	Subjective evaluation by the Jury on a scale of 0 – 10
Quality Certifications (ISO, SEI and others)	5	Subjective evaluation by the Jury on a scale of 0 – 5

Evaluation Framework

Best SCM Solutions Provider of the Year

Parameter (P)	Weightage %	Basis for awarding points
<p>Range of specialised solutions and services available</p> <ul style="list-style-type: none"> Please provide details on range of services offered (Warehouse management, Transport management, Vendor management, Inventory management & others) 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Flexibility of customization of software solutions to suit customer requirement</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same. 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Solution Design Softwares used with proof of licenses for these softwares (Warehouse design, Supply Chain Network Design, Load Planning, Route Planning, etc)</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Please describe in not more than 1500 words why you should be considered the best SCM Solutions Provider of the year</p>	15	<i>Subjective evaluation by the Jury on a scale of 0 – 15</i>

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3PL Excellence Award

Evaluation Framework

3PL Excellence Award

Parameter (P)	Weightage %	Basis for awarding points
Size of network (Points of deliveries in Post codes)	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
<ul style="list-style-type: none"> Capacities deployed on all routes Number of Routes on daily basis 	5	Maximum value will be awarded 5 marks; rest will be pro-rated with respect to this
Please provide details of assets owned and leased for 3PL services <ul style="list-style-type: none"> Fleet of trucks Warehouse space (locations and capacities) Terminals/Parks (locations, components and capacities) No of rakes / wagons / containers 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
Please list the basic services and Value-added services provided by you. What is the percentage of VAS vs Other services in Revenue terms?	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
Clientele Please provide us with number of clients with names and turnover, for whom you handle: <ul style="list-style-type: none"> Part of their supply chain Entire end-to-end supply chain 	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>

Evaluation Framework

3PL Excellence Award

Parameter (P)	Weightage %	Basis for awarding points
<p>IT systems for interaction with other stakeholders – Railways & Customers</p> <p>Please provide details on extent of electronic exchange of information with other stakeholders on various transactions with these stakeholders.</p> <p>Please mention if communication on status/location of goods managed by 3PL is sent to the Customers through IT systems.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>IT-enabled Tracking and tracing of goods</p> <p>Please provide description of the track and trace process followed by the private train operator with details on level of information technology being used in the same.</p>	5	<i>Subjective evaluation by the Jury on a scale of 0 – 5</i>
<p>Energy efficiency of 3PL service provider</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in electricity/fuel consumption • Practices for environmental protection • Electricity consumption (in Kw-hrs) per sq ft of warehouse space for FY 2010-11 • Fuel consumption (in litres) per Tonne-Km of cargo carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>

Evaluation Framework

3PL Excellence Award

Parameter (P)	Weightage %	Basis for awarding points
<p>Customer satisfaction & Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> mechanism for addressal of customer complaints. claims/complaints/issues raised by the customers and time taken in resolution of the same. 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Innovation</p> <p>Please provide details on innovative features of the services / solutions offered helping clients in specific requirements & objectives of cost reduction / capture & flow of information.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Please describe in not more than 1500 words why you should be considered for 3PL Excellence Award of the year</p>	20	<i>Subjective evaluation by the Jury on a scale of 0 – 20</i>



Supply Chain Operational Excellence Award

Evaluation Framework

Supply Chain Operational Excellence Award

Parameter (P)	Weightage %	Basis for awarding points
<p>Strategic focus on supply chain</p> <p>Please provide details on the supply chain management practice in the company in terms of organizational structure, employee strength, complexity of supply chain dealt with, mechanism of supply chain management and use of technology.</p>	20	<i>Subjective evaluation by the Jury on a scale of 0 – 20</i>
<p>Supply chain performance indicators</p> <ul style="list-style-type: none"> • Total logistics/supply chain cost as % of gross sales for FY 2009-10 and 2010-11 • Inventory holding costs (IHC) as % of gross sales for FY 2009-10 and 2010-11 • Total cost of procurement as % of gross sales for FY 2009-10 and 2010-11 • Stock turn over - finished goods for FY 2009-10 and 2010-11 • Stock turn over - raw materials for FY 2009-10 and 2010-11 • % of supply chain functions outsourced (value of contracts/Total supply chain cost) for FY 2009-10 & 2010-11 	30	<i>Subjective evaluation by the Jury on a scale of 0 – 30</i>
<p>Please describe in not more than 1500 words your excellence in overcoming supply chain challenges.</p>	20	<i>Subjective evaluation by the Jury on a scale of 0 – 20</i>

Evaluation Framework

Supply Chain Operational Excellence Award

Parameter (P)	Weightage %	Basis for awarding points
<p>Energy efficiency in supply chain</p> <p>Please provide details on the following</p> <ul style="list-style-type: none"> • Technology / practices for reduction in electricity/fuel consumption • Practices for environmental protection • Electricity consumption (in Kw-hrs) per sq ft of warehouse space for FY 2010-11 • Fuel consumption (in litres) per Tonne-Km of cargo carried for FY 2010-11 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Customer Responsiveness</p> <p>Please provide details on</p> <ul style="list-style-type: none"> • Features of supply chain to suit fast changing customer/industry requirements with numbers on avg inventory, loss due to discontinuation of products, cycle time and other indicators. • Claims / losses / damages due to inefficient delivery of the product as % of total sales 	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>
<p>Innovation</p> <p>Please provide details on innovative/unique features of the air cargo carrier targeted at simplification of operation / cost reduction / time saving / efficiency improvement / other benefits.</p>	10	<i>Subjective evaluation by the Jury on a scale of 0 – 10</i>



Contribution to Supply Chain & Logistics (Executive) of the Year

Evaluation Framework

Contribution to Supply Chain & Logistics (Executive) of the Year

An executive, who has made contribution in taking the supply chain and logistics practice to a higher level. The contribution could be in the form of industry practices and academic researches. The Jury would discuss amongst themselves on the possible candidates and the final award.

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