

COCO OPERATOR PERFORMANCE EVALUATION SHEET				
A. THIRD PARTY AUDIT RATING :			MAXIMUM MARKS	MARKS OBTAINED
<b>I. PFS RELATED</b>			Check list as per Annexure A	
<b>1. AUTOMATION</b>	A	20	20	
	B	15		
	C	5		
	OTHER THAN A,B & C	0		
<b>2. Q&amp;Q SITE CHECKS</b>	A	7	7	
	B	5		
	C	3		
	OTHER THAN A,B & C	0		
<b>3. CLEANLINESS &amp; ENVIRONMENT</b>	A	5	5	
	B	3		
	C	1		
	OTHER THAN A,B & C	0		
<b>4. CUSTOMER SERVICE STANDARD</b>	A	10	10	
	B	7		
	C	5		
	OTHER THAN A,B & C	3		
<b>5. HONESTY &amp; TRANSPARENCY</b>	A	3	5	
	B	2		
	OTHER THAN A & B	1		
<b>II. COCO SPECIFIC</b>			Check list as per Annexure B	
<b>1. MANNING NORM</b>	Rating as a % of approved man strength available at the time of inspection. The same to be captured from Annexure B		10	10
<b>2. LEGAL COMPLIANCES</b>	As per the availability of documents during inspection as mentioned in Annexure B		5	5
<b>B.CER (COCO EFFICIENCE RATIO) RATING :</b>			20	20
<b>C. INTERNAL AUDIT RATING :</b>			18	18
<b>TOTAL</b>			<b>100</b>	