PAPER – 5: STRATEGIC COST MANAGEMENT AND PERFORMANCE EVALUATION

×××CASE STUDY×××

Competitive Advantage and Control System

Airline Industry

1. **Wings International** is a major airline operating from India. It is the biggest airline operator within the domestic airline segment and is a well-established player in the international airline segment. Except for a period of few years as outlined below, Wings International has been operating for the last 3 decades in a segment that caters primarily to the business and premium segment travellers. On its international routes and certain long distance, yet busy domestic routes, the airline offers full service on-board. The ticket price includes on board entertainment, transfer of baggage between flights, more leg room, option to upgrade from economy to business class seats, meals and beverages etc. Baggage allowance is liberal with each flyer being allowed 2 checked in baggage and a cabin baggage. A tag line in its advertising goes "GRAB YOUR BAGS, THEY FLY FREE". In the domestic segment, the airline operates across major metro cities and certain other tier-2 cities. International flights operate only from these major metro cities.

   Indian aviation industry has been growing exponentially in the recent years due to a thriving economy. Consequently, there have been many new entrants in the domestic segment, offering low-cost fares to customers. These airlines have been offering tickets at huge discounts, thereby attracting a sizable chunk of customers away from Wings International. To counter this and maintain its market share, Wings International also followed suit. For a period of five years, tickets on various domestic routes were offered at low competitive price. At the same time, low fares can be offered only if it is profitable to do so. Therefore, certain cost management measures were undertaken. Wings International converted to a "no-frills" airline on most of the domestic routes. Now a ticket covered only the cost of the seat and 1 checked in baggage and 1 cabin baggage. Going further, baggage allowance was reduced to economize on space and fuel requirements. To avail any other facility, the flyer wanted had to purchase extra. Another measure taken was to offer last-minute deals of tickets at a heavy discount if the flight is not fully occupied. Vacant seats are "perishable", therefore instead of letting them go empty, the flight can be filled at cheaper rates. This yield management measure based on capacity utilization was expected to increase market share and subsequently the airline's revenue. Tickets could be booked online using the internet rather than through ticket kiosks maintained by the airline at various locations in selected cities.

In order to quickly respond to a competitor's move, the pricing and marketing staff were given sufficient autonomy to make this price war work. Therefore, in many situations, decisions could be taken even without the prior approval of the top management. Meanwhile adding to the stiff competition, fuel prices have been soaring in the last few years. Maintenance of aircrafts, staff compensation and other overheads have also been increasing. Landing fees in major airports have increased manifold due to congestion and limited slots on account of multiple airline operators vying for limited slots.

Given this scenario, after 5 years of operations, the management at Wings International found that they were not able to generate sufficient profits on many of the domestic routes. A price discount by a competitor had to be matched with a similar price discount by Wings International and vice versa. Offering last minute deals to fill up capacity did not generate additional revenue. The volume of last minute flyers was low. It was found that most flyers booking at the last minute were anyway "price indifferent". Had the deals not been offered, the flyer would have been willing to pay more money anyway to use the airline. Therefore, neither did these deals generate extra customers nor extra revenue.

Wings International has always been perceived to cater the premium segment traveler, therefore participating in this price war had been contrary to its image of a premium quality airline. This left a section of the customers confused about the product offering. Therefore, the management of Wings International decided to discontinue its discount pricing strategy and exit the "low cost" airline business. The tickets are now being offered at its usual "full service" rates. This strategy is proposed to be followed for both current and prospective projects and operations.

The government has been formulating policies that are aimed at changing the landscape of the aviation sector. Airports are being built in smaller cities and towns that until date did not have one. This will improve connectivity within the country. It will increase air traffic as the public now has an alternate means to travel other than road and rail transport. Instead of flying between two small airports directly, Wings International proposes to develop a model where flyers from smaller towns are connected to one of the major metro cities which will serve as a main hub. For Wings International, the cost of operations will be lower as compared to flying point to point between the two small airports. For the passengers, better connectivity and more route options will be available. For example, a flyer from a smaller city, wanting to go to a destination abroad can now reach the nearest hub by flying with Wings. From the hub, Wings International can fly the passenger further to the desired destination abroad in its international fleet. For the flyer, this is a better alternative as compared to reaching the hub by say road transport. For Wings International, the proposition broadens its customer base. To this effect, Wings International is already scouting the market for smaller aircrafts that can be operated more economically on the hub-spoke route. Also, it is in talks with for partnership with other airlines, hotels, car rentals in order to offer attractive holiday packages to

customers. Since most of the other airlines do not have the scale of operations to achieve the "hub-spoke" model or the ability to offer holiday packages, Wings International identifies this as a unique proposition that it can offer its customers. This time the proposed tag line for its advertisement would be "WINGS TO FLY ANYWHERE, ANYTIME". Also, Wings International proposed to increase the turnaround time of flights for better capacity utilization.

Ticket booking is still offered over the internet. In the past, customers like this option due to the convenience it offered. Dedicated customer service lines available 24×7 to resolve issues is proposed.

The management of Wings International wants to have a seamless implementation of this project. This could be a game changer for the company that will help it consolidate its position in the aviation industry. Therefore, a meeting has been called to discuss critical reporting that needs to be in place that ensures a successful launch.

Required

(i) EVALUATE the strategy adopted by Wings International in becoming a "no frills" airline.

(ii) IDENTIFY the strategy adopted by Wings International for the proposed project.

(iii) The entire strategy of Wings International for the proposed project depends on information available about the future outlook in the industry. RECOMMEND guidelines to the management to put in place a control reporting mechanism that can enable Wings International to take preventive measures to avoid errors in its strategy.

(iv) In its previous venture, it took 5 years for Wings International to decide to exit the "no frills" airline operations. To avoid a delay in taking such decisions, RECOMMEND guidelines to the management to put in place a control reporting mechanism that can enable Wings International to correct its errors and make changes in its operations in a more- timely manner.

Business Excellence Model

Clothing Industry

2. As a guest lecturer at a symposium for Business Excellence where you are giving a lecture on "Sustaining Business Excellence". A manufacturer of a fashion clothing line is one of the participants at the symposium. He has the following query:

"We are an apparel company that manufacture and sell our fashion clothing and accessories directly through 30 stores spread across India. Shortly we are planning to establish similar outlets overseas. Our business is under constant change due to changing customer trends. At the same time, we are the largest company in our industry segment in India, both in terms of market share and profits. We have a satisfied base of customers who are loyal to our brand. Shareholders are also satisfied stakeholders due to good returns provided on their investments. What would be the relevance of Business Excellence model to our company?

Thank you!"

You are required to frame an appropriate response to this query.

Required

(i) EXPLAIN the importance of business excellence to an organization.

(ii) LIST the tool available to achieve and sustain excellence.

(iii) APPLY the fundamentals of EFQM model on the apparel company.

(iv) EXPLAIN the relationship between various criteria of the model in general terms.

Value for Money

Not for Profit Sector

3. The town of **Silver Sands** is located along the coast of the Caribbean Sea. Known for its beautiful coastline and pleasant weather, the town attracts a lot of tourists from all around the world. The town has two beaches that are maintained by the local government and can be used by the general public. In order to preserve the natural ecosystem, other beaches on the coastline are not accessible to the general public. Tourism is the main source of livelihood for its residents. Consequently, cleanliness of beaches is of paramount importance in order to sustain and develop this industry.

   The local government has recently employed a contractor to clean up the beaches using beach cleaning machines. The contractor has been selected through a competitive tendering / bidding process. The contractor uses sand cleaning machines that are pulled by tractors. Sand is scooped onto a conveyor or screening belt. It is either raked through (combed using prongs) or sifted through (filtered), in order to separate the waste from the sand. The cleaned sand is left behind on the beach while the waste is removed. Majority

of the litter comprises of plastic waste (bags, bottles etc.) while some portion also includes sea weed, glass, aluminum cans, paper, timber, and cardboard. A detailed log is kept by the contractor about the stretch of beach that has been cleaned, time taken for the clean-up, number of tractors used etc. This log is also checked and signed by a local government official. This record is used to process payments at the end of the month.

In addition to contracting with the vendor to clean machines, the local government has also placed bins at various locations on the beach for the public to dispose their waste. The town's municipality workers clean these bins every morning. Again, detailed logs of the man power and other resources employed is kept by the responsible department. In addition, the government has opened a mobile messaging system, whereby the public can message the government department if they find litter anywhere in the beach. Depending on whether it is from overflowing bins or buried debris in the sand, the municipality workers or the contractor will take action to clear it within 24 hours. A detailed log of these operations is also maintained. Patrons can also suggest measures for improving cleanliness on the beaches.

Due to its importance to the economy, the local government has allotted substantial budget for these operations. At the same time, it is essential to know if this is sufficient for the purpose of keeping the beaches clean. Therefore, the government wants to assess whether the town is getting "good value for money" from this expenditure. The "value for money" concept can be looked at from three perspectives: (i) economy, (ii) efficiency and (iii) effectiveness. The Internal Audit (IA) department that has been requested to undertake this study, has requested for guidelines on whether the audit should focus on economy and efficiency of the beach cleaning operations or on effectiveness of the same. Economy and efficiency audit assess whether the same level of service can be procured at lower cost or resources while effectiveness audit assess whether better service can be procured at same cost.

Depending on the outcome of the audits, if required, policy decisions like requesting for additional funding from the state government, alternate policy measures like levying penalty for littering etc. can be taken.

Required

Prepare a letter addressed to the IA department.

(i) RECOMMEND guidelines to assess *economy and efficiency* of beach cleaning operations.

(ii) RECOMMEND guidelines to assess *effectiveness* of beach cleaning operations.

(iii) IDENTIFY challenges involved in assessment of *effectiveness*?

(iv) RECOMMEND general guidelines, how the audit team may conclude the audit based on the combined outcomes of economy, efficiency, and effectiveness?

×××CASE SCENARIO×××

Porter's Five Forces Model

Paper Tubes

4. **WDG** is a family owned business. The family owns 80% of the shares. The remaining 20% is owned by six non- family shareholders. It manufactures Cardboard Boxes for customers which are mainly manufacturers of shoes, cloths, crackers etc. Now, the board is considering to join the Paper Tubes market as well. Paper Tubes, also known as Cardboard Tubes, are cylinder-shaped components that are made with Cardboard. Paper Tubes can be used for a wide range of functions. Paper Tubes are usually ordered in bulk by many industries that rely Paper Tubes include food processing, shipping and the postal service, automotive manufacturing, material handling, textile, pulp and paper, packaging, and art etc. The Paper Tubes cost approximately 1% - 3% of the total cost of the customer's finished goods. The information about Paper Tubes is as follows:

   (i) The Paper Tubes are made in machines of different size. The lowest cost machine is of ₹1,89,000 including GST @ 5% and only one operator is required to run this machine. Two days training program is required to enable untrained person to run such a machine efficiently and effectively. A special paper is used in making Paper Tubes and this paper remains in short supply.

   (ii) Presently, five major manufacturers of Paper Tubes have a total market share of 75%, offer product ranges which are similar in size and quality. The market leader currently has 24% share and the four remaining competitors hold on average 12.75% share. The annual market growth is 3% per annum during recent years.

   (iii) A current report "Insight on Global Activities of Foreign Based MNCs" released the news that now MNC's are planning to expand their packaging operations in overseas market by installing automated machines to produce Paper Tubes of any size.

   (iv) Another company, HEG manufactures a small, however increasing, range of Plastic Tubes which are capable of housing small products such as foils and paper-based products. Currently, these tubes are on an average 15% more costly than the equivalent sized Paper Tubes.

   Required

   ASSESS whether WDG should join the Paper Tubes market as a performance improvement strategy?

   Note: Use Michael Porter's Five Forces Model

×××QUESTIONS×××

Benchmarking

Delivery Services

5. **PHL**, South Asia's premier express air and integrated transportation & distribution firm, offers a wide range of innovative supply chain services including Express Distribution, 3PL and Consulting. PHL offers innovative logistics solutions to its customers, enabling them to focus on their core competencies. The firm adds maximum value to businesses at every level, right from providing world-class warehousing support to ensuring time-definite deliveries of goods anywhere in Country 'X'. The following information is available:

   (1) Each warehouse of PHL is solely responsible for all customers within a specified area. It collects couriers from customers residing within ambit of its own area for delivery both within the specific area covered by the warehouse and elsewhere in India.

   (2) After collections of couriers, a warehouse forward them for delivery outside its own area to the warehouses from which the deliveries are to be made to the customers.

   (3) Therefore, each warehouse must integrate its deliveries to customers to include:

      (i) couriers that it has collected within its own area; and

      (ii) couriers that are transferred to it from other warehouses for delivery to customers in its area.

   (4) Each warehouse's revenue is based on the invoice value of all couriers collected from customers in its area, irrespective of the location of the ultimate distribution warehouse.

   (5) Each warehouse costs consist its own operating costs plus some allocated proportion including centralised administration services (i.e. salary, legal & professional fees etc.) and distribution centre costs.

   (6) The management team and all employees of each warehouse are paid incentives which remains payable quarterly. The bonus is based on the achievement of a series of target values by each warehouse.

   (7) Internal benchmarking is used at PHL as to provide sets of absolute standards that all warehouses are expected to achieve.

(8) The Annexure exhibit the target values and the actual values achieved for each of a sample group of four warehouses situated in City SG, City HK, City NY, and City NZ.

The target values consist of:

(i) Warehouse revenue and profitability;

(ii) Courier delivery services and customer care; and

(iii) Credit period control and administrative efficiency.

Incentives are based on a points system. It is also used as a stimulus for each warehouse improving the operational effectiveness. One point is awarded in case where the target value for each item in the Annexure is either achieved/ exceeded, and a zero point where the target is not achieved.

Annexure

Revenue and Profitability

Particulars	Revenue		Profit	
	Target	Actual	Target	Actual
	₹million	₹million	₹million	₹million
Company Overall	300	360	45	48
Warehouse				
City SG	24.00	22.50	3.60	3.45
City HK	21.00	27.00	3.15	3.60
City NY	18.00	21.00	2.70	3.30
City NZ	27.00	33.00	4.05	4.20

In order to calculate points of each warehouse, actual profit as a % of actual revenue must exceed the target profit as a % of target revenue.

Courier Delivery Services and Customer Care

Particulars	Target %	Actual			
		SG %	HK %	NY %	NZ %
Measure (% of total):					
Late collection of couriers	3.00	2.85	3.15	2.70	3.60
Misdirected couriers	6.00	6.30	5.85	4.95	7.65
Delayed response to complaints	1.50	1.05	1.35	1.20	1.80

Delays due to vehicle breakdown	1.50	1.65	2.10	0.45	3.00
Measure (% of revenue):					
Lost items	1.50	0.90	1.35	1.20	2.85
Damaged items	3.00	2.25	3.60	2.25	2.70

Credit Control and Administration Efficiency

Particulars	Target %	Actual			
		SG %	HK %	NY %	NZ %
Average debtor weeks	5.50	5.80	4.90	5.10	6.20
Debtors more than 60 days (% of total)	5.00	?	?	?	?
Invoice queries (% of total)	5.00	1.50	1.40	0.80	2.70
Credit notes as a % of revenue	0.50	?	?	?	?

Other Information

Particulars	SG '000	HK '000	NY '000	NZ '000
Debtor Aging Analysis (extract)				
Less than 30 days	1,950.00	2,250.00	1,770.00	3,000.00
31–60 days	481.50	199.50	229.50	828.00
Value of Credit Notes raised during the period ('000)	67.50	54.00	42.00	198.00

Note: PHL operates all year round.

Required

Prepare a report for the directors of PHL.

(i) ANALYSE the comparative performance of the four warehouses.

(ii) ASSESS PHL from perspective of financial performance, service quality, resource utilisation, flexibility, innovation, and competitiveness; and

(iii) EVALUATE the performance measurement system at PHL.

Economic Value Added (EVA)

Public Utility

6. **Water Utilities Services** (WUS) is a parastatal company established with an aim for supply and distribution of water in Mumbai as well as supply of water to the various local authorities for distribution to villages and other small cities adjacent to Mumbai. This involved planning, operating, treating, maintaining, and distributing water resources in the country's urban centres and other areas mandated by Maharashtra Government. Its mission is "To provide sustainable water in a cost effective and environmentally friendly manner to the economy".

The government ensures that WUS does not take advantage of its monopoly position in the regional area by increasing prices. The government controls majority of services through its water regulatory body which determines an acceptable margin level (ROCE) and ensures that the pricing of WUS within these areas does not break this level. The remaining work i.e. a water bottle operation (WBO) is not regulated by government and WUS charges a market rate for water supply in bottle. The regulator compute return on capital employed (ROCE) of WUS based on its own valuation of the capital assets which are used in operation and the profit from those services.

Acceptable level of ROCE set by the regulator is 7.00%. If WUS breach this level, then the company would be penalized. WUS board is trying to improve the performance for the benefit of the shareholders. In order to communicate the objective of maximizing shareholders' wealth, the directors have decided to consider economic value added (EVA) as the key performance indicator.

Compute EVA of WUS based on the following information for the year ending 31 March 2018:

Particulars	Water Distribution Operation (WDO)	Water Bottle Operation (WBO)	Total
	₹ in Crore	₹ in Crore	₹ in Crore
Revenue	555.00	186.00	741.00
Less: Operating Cost	460.00	119.00	579.00
Operating Profit	95.00	67.00	162.00
Less: Finance Charges			46.00
Profit Before Tax			116.00

Less: Tax at 30%		34.80
Profit After Tax		81.20
Capital Employed	**2017-18**	**2016-17**
	₹ in Crore	**₹ in Crore**
Audited Accounts	1,616.20	1,495.00
Determined by the Regulator (for WDO Only)	1,558.00	1,422.00

Notes

1. Operating Costs includes:

Particular	**2017-18**	**2016-17**
	₹ in Crore	**₹ in Crore**
Depreciation	118	114
Provision for doubtful debts	4	1
Research and Development	24	–
Other non-cash items	14	12

2. Economic depreciation is ₹166 Crore in 2017-18. In FY 2016-17, economic and accounting depreciation were assumed to be the same.
3. Current year tax paid is (₹18 Crore) and deferred tax provisions of ₹1.50 crore has been adjusted. There was no deferred tax balance before 2017-18. The provision for doubtful debts was ₹9 crore in the 2017-18 balance sheet.
4. Research and development has been non-capitalized. It belongs to a new project that will be developed over five years and is expected to be of long-term benefit to the company. 2017-18 is the first year of this project.
5. Cost of Capital

Equity	14%
Debt (Pre-Tax)	6%

6. Gearing of WUS

Equity	45%
Debt	55%

Required

(i) EVALUATE the financial performance of WUS using EVA.

(ii) ASSESS whether WUS comply with its acceptable ROCE level.

(iii) Advise on how to improve profitability.

Cost of Quality

7. **Cool Air** Private Ltd. manufactures electronic components for cars. Car manufacturers are the primary customers of these products. Raw material components are bought, assembled and the electronic car components are sold to the customers.

The market demand for these components is 500,000 units per annum. Cool Air has a market share of 100,000 units per annum (20% market share) for its products. Below are some of the details relating to the product:

Selling price	₹2,500 per unit
Raw material cost	₹900 per unit
Assembly & machine cost	₹500 per unit
Delivery cost	₹100 per unit
Contribution	₹1,000 per unit

The customers due to defects in the product return 5,000 units each year. They are replaced free of charge by Cool Air. The replaced components cannot be repaired and do not have any scrap value. If these defective components had not been supplied, that is had the sale returns due to defective units been nil, customers' perception about the quality of the product would improve. This could yield 10% increase in market share for Cool Air, that is demand for its products could increase to 150,000 units per annum.

Required

(i) ANALYZE, the cost of poor quality per annum due to supply of defective items to the customers.

(ii) The company management is considering a proposal to implement an inspection process immediately before delivery of products to the customers. This would ensure nil sales returns. The cost of having such a facility would be ₹2 crores per annum, this would include materials and equipment for quality check, overheads and utilities, salaries to quality control inspectors etc. ANALYZE the net benefit, if any, to the company if it implements this proposal.

(iii) Quality control investigations reveal that defective production is entirely on account of inferior quality raw material components procured from a large base of 30 suppliers. Currently there is no inspection at the procurement stage to check the quality of these materials. The management has a proposal to have inspectors check the quality control at the procurement stage itself. Any defective raw material component will be replaced free of cost by the supplier. This will ensure that no product produced by Cool Air is defective. The cost of inspection for quality control (materials, equipment, salaries of inspectors etc.) would be ₹4 crore per annum. ANALYZE the net benefit to the company if it implements this proposal? Please note that scenarios in questions (ii) and (iii) are independent and not related to each other.

(iv) Between inspection at the end of the process and inspection at the raw material procurement stage, ADVISE a better proposal to implement (a) in terms of profitability and (b) in terms of long term business strategy?

Customers Lifetime Value (CLV)

8. **Cineworld** is a movie theater is located in a town with many colleges and universities around it. The town has a substantial student population, most of whom are avid movie goers. Business for Cineworld has been slow in the recent years due to the advent of streaming websites, that show the latest and popular movies online. However, the management of Cineworld continue to feel students would still enjoy the watching movies on big-screen, along with the facilities and ambience that only a movie theater can offer. Accordingly, they have framed a plan to attract students by offering discounts on movie tickets.

The average time a student spends at the college or university is 4 years, which is the average duration of any course. For a nominal one-time subscription fee, Cineworld plans to offer students discounts on movie tickets for a period of 4 years. By attracting more footfalls, Cineworld targets to cross sell it food & beverages and souvenirs. This would help it sustain a reasonable revenue each year.

Cineworld would attract attention to the plan by initially offering free tickets, food and beverage and gift vouchers. This one time initial expense, net of the one-time subscription fee collected, would cost ₹5,000 per student. On subscription to the plan, the viewership and purchases of each student is expected to be as follows:

Particulars	Years 1 and 2	Years 3 and 4
Spend on movie tickets per year	2,000	1,500
Spend on food and beverage per year	4,000	3,000
Spend on souvenirs and accessories per year	2,250	750

Assumptions

1. Only 50% of the subscribers are expected to visit the theatres in years 3 and 4.
2. Across all years, only 75% of the subscribers who visit the theatre are expected to buy food and beverage.
3. Only 25% of the subscribers who visit are expected to buy souvenirs in years 1 and 2, and 10% of them in years 3 and 4.

Given that

PVIFA of ₹1 for 4 years at 10% = 3.169 and PVIFA of ₹1 for 2 years at 10% = 1.735

Required

CALCULATE the customer lifetime value per subscriber for the above plan.

Planning and Operational Variances

9. **Ski Slope** had planned, when it originally designed its budget, to buy its artificial ice for ₹10/ per kg. However, due to subsequent innovations in technology, producers slashed their prices to ₹9.70 per kg. and this figure is now considered to be a general market price for the purpose of performance assessment for the budget period. The actual price paid was ₹9.50, as the Ski Slope procurement department negotiated strongly for a better price. The other information relating to that period were as follows:

Original Standards (ex-ante)		Revised Standards (ex-post)		Actual (5,500 units)	
5,500 units × 5 Kgs. × ₹10	₹2,75,000	5,500 units × 4.75 Kgs. × ₹9.70	₹2,53,412.50	27,225 Kgs. × ₹9.50	₹2,58,637.50

Required

(i) CALCULATE the variances for 'Ice' by

(a) Traditional Variance Analysis; and

(b) An approach which distinguishes between Planning and Operational Variances.

(ii) INTERPRET the result.

TPM

10. **Swastik Pharmaceuticals** Ltd. is producing medication products (pills, balms etc.) and can be called high volume based production environment. There are several different automated production machines located in the plant, through which production of medicines is accomplished and fulfilled the demands. Plant operates in double shift a day each consisting of 8 hours with 30 minutes' lunch break and tea break of 15 minutes. Following data pertains to automated machine 'K-78'.

K-78

16 January 2019, Wednesday

Breakdown, repair and start up time	68 minutes
Standard cycle time	2.5 minutes per tablet
Quality loss due to scrap, rework, and rejection	50 tablets
Total quantity produced	280 tablets

Required

COMMENT on OEE.

SUGGESTED ANSWERS/HINTS

1. (i) Wings International is a premium segment airline charging "full service" rates for its ticket. However, due to intense competition in the domestic market, it adopted a "low-cost advantage" strategy. Low-cost advantage or cost leadership was achieved through following measures:

(a) Becoming a "no-frills" airline, where the ticket included only the seat and 1 each of cabin and checked in baggage. All other facilities had to be purchased extra.

(b) Baggage allowance reduced to economize of space within the flight and save on fuel costs.

(c) Online ticket booking facilitated so that the number of ticket kiosks maintained by the airline were reduced."

Cost leadership enabled it to offer "low cost" fares to the customers that was generated through (a) giving huge discounts on ticket prices and (b) yield management of ticket price based on capacity utilization of the flight. Although, due to its long-standing image as a premium airline, the transformation to a "no frills" airline could have caused confusion about the product offering in the minds of discerning traveler, who expect higher service quality. This could have eroded the customer base in this segment.

This "Low-cost advantage" strategy did not work due to the following reasons:

(a) Price war from competitors reduced the ticket prices to levels that were unviable to Wings International.

(b) Variable prices to fill up flight capacity worked against the airline, since it was found that these flyers, due to their immediate need, may have willing paid a higher price for the ticket than what was offered as part of the deal. These flyers were "price indifferent" which should have been used to Wings International's advantage and not against it.

(c) Costs of operations including fuel prices, aircraft maintenance, staff compensation, overheads such as landing fees had been rising in the recent years.

Due to the above reasons, Wings International's venture as a low-cost airline became unviable.

(ii) Wings International plans to foray into offering its service to flyer from smaller cities. This time it has adopted a "differentiation advantage" strategy. It is marketing in the following ways as being different from its competitors:

(a) Offering a "full service" price where high quality facilities are provided to the traveller. Facilities offered ranging from on flight meals and entertainment, better seating options, liberal baggage allowance and transfer facility etc. differentiate Wings' airlines from its "low cost, no frills" competitors.

(b) Ability to offer more connectivity to flyers as compared to other airlines using its unique "hub-spoke" model. "Wings to fly anywhere, anytime" is a catchy line to present this concept to potential customers.

(c) Ability to offer vacation packages due to strategic tie-ups with other airlines and hospitality providers like hotels, car rentals etc.

(d) Product differentiation can also be made between the road and rail transport providers. It can be based on relative facilities offered and better connectivity, if not based on relative cost of travel.

(e) Dedicated customer service lines providing support to customers to resolve issues.

Superior quality, customer responsiveness and innovation will enable Wings International to consolidate its position in the industry in the long run.

(iii) Management Control Report – Feed-forward Control Report

Management control is required to set performance measure to determine if the desired objectives of the company are being achieved or not. Control is required at every stage before the activity commences, while the activity is being performed and after the activity has been completed. Accordingly, control reports generated could be Feed-forward reports (prior), concurrent reports (during) and feedback reports (after).

When the management of Wings International wants to have a reporting system that enables to take preventive measures, it would need to have a "Feed-forward" control. This control will help measure the error before it actually takes places. Preventive measure can then be taken to change the operational variables to achieve the desired result. Guidelines to implement a "Feed-forward" control are as follows:

(a) Through planning and analysis is required. In the case of Wings International, the proposal should be planned and analysed at various levels. The strategy of selection of appropriate routes, "full service" pricing, strategic partnerships, financing the proposal need to be taken at a higher level of management. Decisions relating to flight operations, procurement of supplies like fuel, marketing, human resource planning etc. can be done by the management in charge of operations.

(b) Careful discrimination must be applied in selecting input variables. Planning and analysis should be done in an integrated fashion. There should be synergy in the thinking at an operational level and top management strategic level.

(c) Feed forward mechanism should be kept dynamic. Wings International should keep a close watch on the government policies and its implementation in the civil aviation sector. Reporting may be done in pre-determined intervals say a monthly feedforward reporting can be decided upon. Changes to plans should be made in a timely fashion to make them relevant.

(d) A model control system should be developed. Authority and responsibility for various functions need to be determined and clearly defined while developing this model.

(e) Data on input variables should be collected regularly. For example, Changes in fuel prices, which form a large share of expenses, has to be tracked continuously. If the prices are expected to fluctuate widely, hedging options or long term price agreements with suppliers can be considered.

(f) Feed-forward control requires action. At the time of implementation, the control model developed should be followed in order to establish a systematic course of operations.

(iv) Management Control Report – Feedback Control Report

These are control reports that provide feedback about the operations. It tracks the actual results with the budgeted / forecasted results. These reports in themselves do not cause a change in performance. The management has to take timely action to correct the errors and change its operations, if required.

Guideline to implement this reporting system are as follows:

(a) Feedback report should disclose both accomplishment and responsibility. As discussed in the feed forward report, Wings International would have already put in place an organizational structure defining individual authority and responsibility. Performance should be tracked accordingly, so that individual performance can be assessed.

(b) Feedback reports should be extracted promptly. The management has to decide the interval at which these reports need to be generated. The interval should be such, that changes required can be assessed and action can be taken in a timely manner. In the previous instance, Wings International had given autonomy to the marketing and pricing division to take decisions to meet the competitor's actions. It took five years to determine that the project was unviable. However, a timely reporting mechanism such as a feedback report should have been in place to appraise the top management about the decisions taken. This information would have enabled the top management to make an earlier assessment as to the viability of "no frills" airline.

(c) Feedback reports should disclose trends and relationships. Trends could be customer travelling preferences, deals offered by competitors or other changes in flight operations. Relationships could be supplier relationships, customer relationships, strategic partner relationships etc. Information generated from all these areas should be collated in order to provide proper feedback to the management.

(d) Feedback reports should disclose variations from standards. These standards could be from financial budgets or from non-financial metrics identified as key performance indicators. For example, delay in flight operations could be a non-financial metric that can be tracked against an expected standard set in the planning stage. The information metric for actual operations should be assessed in the same manner with which the standard was set. For example, a flight delay in operations could be a delay in arrival beyond 15 mins. This same standard should be used to assess actual performance.

(e) Feedback reports should be in a standardized format. It should be easily understood and well presented to the management. Facts should be stated without ambiguity and in a standard manner.

2. (i) Business Excellence is a philosophy for developing and strengthening the management systems and processes of an organization to improve performance and create value for stakeholders. Stakeholders in an organization are not limited to shareholders (business) alone. They include also customers, employees (people) and society. What an organization does impact all the stakeholders in different ways, yet they are all interlinked to each other. Customers' needs are of paramount importance to companies. Yet given uncertain conditions, shareholders demand challenging return on their investments. Employees need more from their company than just their pay-check. They want the company to enable to grow their knowledge and experience that can improve their career growth. Society expects companies to operate ethically and for the overall betterment of the society and environment.

For several years businesses have been operating under challenging circumstances. For example, landline phones have been entirely replaced by mobile phones. Television programs can be watched seamlessly on internet enabled mobile phones. Not just this, today's smartphones have computing capability much more than the computers that were used in Apollo Mission to send the first man to moon! The proliferation of mobile phones has changed not just the telecom industry but also others like communication, banking, e-commerce etc. The pace of change is both exhilarating and challenging.

To manage this complex scenario, a company cannot focus on only one aspect of their operations. Optimize processes, delivery quality to customers, manage employee talents, earn required return on investment while managing to be a socially responsible organization. In short, the company should achieve excellence

in all aspects of its operations. This is business excellence. Business excellence principles emerged because of development of quality drive into traditional business management. It is imperative not just to achieve excellence but also to sustain it.

Business excellence models are holistic tools that help companies develop stakeholder focused strategy. Each operation within a company enables a corresponding result. Business models present a formal, standardized cause effect relationship between different operations (enablers) and their resultant consequences. If the company want to achieve a different result, it has to do things differently. This can be better analysed through these models. Continuous improvement on various operations will ultimately lead to excellence. More importantly, these models need to be used to sustain and maintain excellence to retain their competitive advantage. They are not to be taken as one time exercise by the company. Assessments using this model have to be made periodically so that timely action can be taken to achieve the desired result.

(ii) Some of the popular business excellence models are (i) the European Foundation Quality Management (EFQM) model (ii) Baldrige Criteria for Performance Excellence (iii) Singapore BE Framework (iv) Japan Quality Award Model and (iv) Australian Business Excellence Framework.

(iii) The apparel company is a well-established player in the industry. It is a growing company that is looking to expand its operations overseas. To achieve business excellence in this environment, the company could adopt the EFQM model, which is a popular model.

The EFQM model was developed by the European Foundation for Quality Management. The model provides an all-round view of the organization and it can be used to determine how different methods fit together and complement each other. It can help the company understand the cause and effect relationships between what their organization does and the results it achieves. Creating an EFQM Management Document gives the organization a holistic overview of its strategic goals, the key approaches it has adopted and the key results it has achieved.

The fundamental concepts for excellence are the basic principles that describe the essential foundation for any organization to achieve sustainable excellence. With respect to the company they can be detailed as below:

(a) Adding value to customers: Companies need to understand their customers, their needs, anticipate their needs and make use of opportunities to fulfil their expectations.

In the current case, fashion apparel business is ever changing and dynamic due to the changing trends in customer's tastes. This could differ across locations within India and abroad. In the era of e-commerce, competition would

be cut-throat. Before going to "how" it can meet customer's needs, the company should be clear on "what" need of the customer it can satisfy. For example, should the company cater to Indian apparel market, western apparel market, men or women or children apparel market etc. Once the "what" is clear, the company should have mechanisms in place to find out and anticipate customer tastes. Accordingly, it should structure its operations to add value to the customers in terms of quality, availability, support, and experience.

(b) Creating a sustainable future: Society and environment (People and Planet of Triple Bottomline concept) play a major role in ensuring the sustainability of business. A company should have as much positive impact on its surroundings and try to minimize any negative impact on the same. Here, the company should assess the environmental impact of its operations, measures to minimize adverse impacts, business impact on the society etc. For example, leather is contended to be harmful to the environment since it requires the skin of animals specially cattle hide, needs huge amount of energy and chemicals to process it. This has a negative environmental impact. As regards societal impact, suppliers of cloth to the apparel company should not indulge in labor malpractice like child labor and should adhere to safety standards within its factories. The company should procure cloth only from suppliers who adhere to such standards.

(c) Developing Organizational Capability: Companies need to manage change within the organization and beyond. The company should identify "what it is capable of being great at?" in order to differentiate it from its competitors. For example, the apparel company may have the capability of tracking its inventory at the stores on real time basis. As soon as the inventory falls below a certain level, the stores issues fresh products to stock up. This ensures that there are no stock outs at the retail outlet. This ability to track inventory real time and ability to stock up quickly may be unique to the company that gives it a competitive edge. Another can be the ability to quickly change the apparel production to meet changing trends. Likewise, the company should identify and develop unique capabilities to have a competitive edge in the market.

(d) Harnessing creativity and innovation: Continuous improvement and innovation brings value to the company. The company should promote a working environment that enables and appreciates creativity and innovation. For example, new apparel designs can be promoted to test the market. If found feasible, the company can go for mass production of the same.

(e) Leading with vision, inspiration, and integrity: The tone at the top defines the rest of the company. The leaders and management of the company should have a clear vision of what the company wants to achieve, develop strategy to achieve it, work with integrity and ethics. Leaders shape the future of the organization.

(f) Managing with agility: Agility would be the capability to identify and effectively respond to opportunities and threats. For example, although the apparel company is in an expansionary phase, it should consider the threat, yet opportunity of using e-commerce as a platform to reach out to customers directly. Brick and mortar stores are becoming largely redundant due to online platforms, a threat the company should recognize and act upon.

(g) Succeeding through the talent of people: An organization is only as good as the people who work in it. There should be an atmosphere of teamwork that enable achievement of organizational and personal goals. Performance evaluation, reward and recognition programs, training and talent network are ways to cultivate talent within the organization.

(h) Sustaining outstanding results: Use of EFQM model is not a onetime exercise. Constant and periodic evaluation is required to keep up and sustain excellence.

(iv) The criteria of the model are comprised of 5 enablers and 4 results. Enablers covers what an organization does (its objective) and how it does it (strategy, use of resources to achieve it).

(a) Leadership: A leader defines the organization's culture. They enable the organization to achieve its goals by taking the correct decisions at the correct time. To do this they should have sufficient skill, work as per the company's code of conduct and should be ethical in their dealings.

(b) Strategy: Operations should be planned and directed as per a clearly defined strategy. The company's vision and mission statement with respect to its various stakeholders are the goals that the organization wishes to achieve. Strategy (plan) enables the company to achieve these goals.

(c) People: Excellence is possible only if the people working in the company wish to achieve it. They must be motivated, recognized, and managed to enable them to work towards the company's vision and mission. The work culture should be that this opens up opportunities for personal development as well. This would cultivate a bond with the organization, which enables people working within to strive for excellence.

(d) Partnerships and resources: Effective management of partnerships that the company has with other organizations is critical to success. Partners could be external vendors, suppliers, and service providers. The services of partners enable business to operate smoothly. Resources, both tangible and intangible should be managed optimally. Tangible resources can be financial (cash, bank accounts) and physical assets (machinery, building, land etc.). Intangible resources would be intellectual property rights, information technology, licenses etc. Proper management of resources enables optimal results.

(e) Processes, Products, and Services: A company exists because of its processes, products, and services. They should be managed and continuously improved to create value to the stakeholders.

Results are what the organization achieves following its operations and decisions. As explained before, the stakeholders of the company are investors (business), people (employees), customers and society. In order to track performance, the company has to develop Key Performance Indicators (KPI)s for each of the stakeholder groups. Results should be tracked periodically. Changes to targets and benchmarks should be continuously made to reflect the current objectives that the company wants to achieve. Some of the results that the company can look at are:

(a) Customer results: Are the customers of the company satisfied with the products and service? How does the company fare in terms of brand loyalty? Is the customer base growing to indicate increasing market share?

(b) People results: Does the company have skilled and motivated employees? What is the employee turnover with reasons for the same? Does the company have proper access to hire required talent? Are the employees motivated, trained, recognized, and rewarded for their performance? What is performance measurement system, is it robust and accurate to measure performance?

(c) Society results: Is the company a good corporate citizen. Are the objectives of corporate social responsibility being met? If the organization is a not for profit organization, is it meeting its objectives and goals?

(d) Business results: Is a for profit organization achieving the required return on investment, profitability that the shareholders and other investor demand? Has the company been able to manage financial and other risks properly?

Enablers enable achievement of results. EFQM model documents this flow and symbiosis in a structured way. It highlights the strength and weakness of the enablers. With this information, the company can alter its operations and strategy to achieve desired results. On assessment, there is a flow from results to enablers. If the results have been achieved, enablers continue to operate status quo. If the results fall short of targets, changes have to be made to enablers to improve performance.

Therefore, it can be concluded the EFQM model encourages constant self-assessment to achieve excellence.

When a company wins an excellence award based on a business excellence model, it gains in stature within the industry. This recognition could work to its advantage financially and otherwise.

3. Date 16- Jan -2019

Dear Sirs,

Re: The economy, efficiency and effectiveness of beach cleaning activities

(i) Economy and efficiency audit of an operation focuses on the consumption of resources and the output achieved. *Economy* assesses the financial aspects of the activity i.e. are the objectives of the activity being achieved at reasonable cost? *Efficiency* assesses the volume of input consumed to derive the desired output i.e. are the resources and funds being consumed to get maximum output?

To look at **Economy of Operations**, cleaning expenses need to be bifurcated into payments made to the contractor and the expenses of emptying waste from bins. Any further subcategories of these expenses, like labour, material, disposal van expenses etc. also need to be collated from the accounting or cost records. These then have to be compared to the budgets that were approved by the government of Silver Sands. The competitive tendering process can be reviewed to ensure that the contractor getting the order is offering the required quality of service at the lowest price. If the quality of cleaning has been achieved, by staying within budget, the operation is economical. However, if the actuals exceed the budget, the government has to compare them with cost of similar cleaning activities carried by neighbouring towns. On comparison, if Silver Sands operations are expensive compared to other towns, it indicates that not only are the operations uneconomical they may not be efficient either.

Efficiency of Operations can be determined by checking the log records maintained for beach cleaning by the contractor and municipality workers. These would have detailed of activities carried out and the resources utilized for each of them. For each of these services (beach cleaning and emptying out bins), the cost drivers can be identified and certain metrics can be developed for analysis. For example, the cost of running the tractors can be divided by the total number of tractors operated to get the cost of operations per tractor or alternatively, by the kilometres of beach cleaned to arrive at a tractor-kilometre rate. While analysing these activities, certain operational considerations have to be given. For example, certain stretches of the beaches may take more time or resources to clean due to issues like rocks or soft sand. Therefore, if resources for operations disproportionate for certain parts of the beaches, the cost of maintaining those stretches need to be worked out. Data to get this information will depend on the extent of detailed maintained in the logs. This information has to be tracked over some period of time in order to understand trends in operations and related expenses.

The data collected from the mobile messaging system should also be investigated. How often and in what stretches of the beach are complaints frequent or maximum? Reasons for these lapses need to be taken from the contractor (for beach cleaning

operation) and the concerned department (for emptying bins) in order to find out whether resources are being employed properly.

On this basis, deviations and exceptions should be investigated. The local government can then decide if there can be alternate sites along the coastline that may be more economical and efficient to operate.

(ii) An audit about **Effectiveness of Operations** would focus how the actual cleanliness of beaches compares with the desired level as laid out in the policy initiative. To assess whether performance has been met, clear guidelines and metrics have to be defined during policy implementation.

To begin with, it should be clear as to what constitutes litter. From an operational angle, it would be difficult to clean out every bit of paper lying on the beach. However, it is possible to pick up every soft drink aluminum can. Hence, the government authorities must be clear on what constitutes litter? Which are the refuse that must be cleared within exception (example food refuse, animal droppings, glass bottles, tin cans, trash bins etc.) and tolerance level for certain other types of litter (e.g. Paper, seaweed etc.) that may get left behind even after cleaning. Quantity of waste collected would be the indicator to make the above assessment.

Certain other parameters like safety standards can also be defined. Safety problems could be cuts from sharp objects like glass, incidents of vector borne diseases in the area or health problems from polluted sea water. Assessment has to be made whether these standards have been met.

For this, the primary source of information about cleanliness would be feedback from the beach patrons. These could be in the form of complaints received directly or those through the mobile messaging system would provide data to work out the metrics. This would be an indicator of "customer satisfaction". Other inputs could also be the suggestions given by the patrons about ways to improve cleanliness on the beach.

Observation by making surprise visits to inspect the beaches immediately after the cleaning operations would also provide sufficient evidence about the effectiveness of operations.

(iii) **Challenges Involved** in assessment of effectiveness would be:

(a) *Defining standards* about what constitutes litter and acceptable level of cleanliness? These are subjective guidelines, the perception of which may differ from person to person.

(b) Beach patrons also play an important role in making this initiative effective. There has to be a conscious civic sense of duty not to litter, failing which this initiative will most likely be ineffective. Therefore, while measuring performance for effectiveness, *collection of more litter does not necessarily indicate effective operations*. More litter requires more cleaning and more

resources, therefore is actually not a positive indicator of effectiveness. On the contrary, in the long run, lesser litter collected to maintain desired level of cleanliness would be a good indicator of effectiveness.

(iv) The outcome of the audits can indicate achievement any or none of the three parameters of economy, efficiency and effectiveness of the beach cleaning operation. To form an ***integrated conclusion*** based on the different outcomes of individual audits, the audit team may consider the following guidelines:

(a) Has the objective of the cleaning operation been achieved as per the guidelines in the relevant policy? i.e. have the operations been effective?

(b) If the answer to (a) is yes, are the expenses within budget. If so, then the operations are economical and efficient. Given that the operations have been effective at the same time economy and efficiency have been achieved, the team can conclude that the cleaning operations policy has been a success.

A cost-over run can also be justified if the operations have been effective. In that case, the audit team has to conclude whether all expenses incurred are indeed justified and that the resources have been put to the best possible use. If not, can the operations be made more economical or efficient?

(c) If the answer to (a) is no, the operation has not been effective, then is the difference from the target marginal or huge? If the operations have not been entirely effective, but only by a marginal gap say 95% success, then analysis of expenses can be made similar to the point (b) mentioned above. However, if the operations have been ineffective to a larger extent, then the cleaning drive initiative has been ineffective. The government has to look at alternate solutions of tackling the problem. These could include imposing heavy penalty for littering, requesting for more funding from the state government to employ better resources etc.

Therefore, it can be seen that achievement of one objective does not automatically lead to achievement of other objectives. A holistic approach would be needed to draw conclusions about the performance of the cleaning operations.

Should you have any further queries, please do not hesitate to ask.

Yours Faithfully

Management Accountant

4. To assess the feasibility of joining Paper Tubes market, Michael Porter's 'five forces model' can be used. It analyses the competitive environment of an industry. It is an important tool for understanding the competitive structure of a particular industry. This complete analysis includes five forces: buyer's bargaining power, supplier's bargaining power, the threat of substitute products, the threat of new entrants and the intra industry competition.

While applying this model to the above case, it can be observed that the low cost of the machine along with the fact that an untrained person will only need two day's training as to be able to operate a machine, will form comparatively low costs of entry to the market. Therefore, WDG may reasonably consider *high threat of new entrants*.

Customer's (buyer) power could be high since customers buy Paper Tubes in bulk along with the fact that there is insignificant difference between the products of alternative suppliers. Paper Tubes cost approximately 1% - 3% of the total cost of the customer's finished goods also indicates that *customer's power is high*.

The fact that the special paper from which the tubes are made remain in short supply, signals *high threat from suppliers*. Hence, suppliers may raise their prices that would result in reduction of profit.

Five major players with 75% market share, offer product ranges which are similar in size and quality, besides, the market is a slow growing i.e. annual growth of 3% p.a., indicate *high rivalry among competitors*.

A *little real threat from a substitute product* exist since HEG manufactures a narrow range of Plastic Tubes. This threat might go up if the product range of HEG is expanded or the price of Plastic Tubes goes down sharply.

Major threat from potential new entrants can be seen, as foreign-based MNCs are planning to joining this market and it seems that these giant corporations might be able to gain economies of scale from automated machines and large production lines with manufacturing flexibility.

WDG might enter this market due to low capital investment but this would also lead to other potential entrants. The easy entry, threat of substitute, the existence of established competitors in the market, the possible entry of a MNCs, and competitors struggling due to slow growth market are putting the potential of WDG into the question to achieve any sort of competitive advantage.

Joining this market might be a good move, if WDG would be able manufacture Paper Tubes at lowest cost within the industry. To assess feasibility, WDG must take into consideration *all possible synergies* between its existing operations of Card Boxes and the proposed operations of Paper Tubes.

From the available information, joining the market for Paper Tubes does not seem to be attractive. Thus, WDG should go for other alternative performance improvement strategy.

5. Report

To: The Directors of PHL

From: Management Accountant

Subject: Warehouse Performance

Date: 15th December 2018

(i) NY has achieved the best performance with (12) points. SG and HK have given a reasonable level of performance with (8) points each. NZ is under performed earning only (4) out of the twelve points.

NY is the only warehouse which has achieved both increased revenue and increased profit over targets.

In the courier delivery services and customer care, NY has achieved all (6) of the target standards, SG (4); HK (3). The data of NZ indicates, the need for investigation due to achievement of only (1) out of six targets.

In respect of the credit control and administrative efficiency, HK and NY have achieved all (4) standards and SG has achieved (3) of the four standards. Once again, NZ is the 'bad performer' and achieved only (2) of the four standards.

(Refer points table)

(ii) The terms mentioned in the question might be seen as representative of the dimensions of performance. The analysis of dimensions may be translated into results and determinants.

Results are the outcome of decisions and actions taken by management in the past. Measurement of the results may be done by focusing on financial performance and competitiveness. *Financial performance* may be measured in terms of revenue and profit as shown in the points table. The points system shows which warehouses have achieved or exceeded the target. Besides, liquidity is another criterion for the measurement of financial performance. The total points in table showed that HK and NY warehouses appear to be the best performer in aspects of credit control. *Competitiveness* may be assessed in terms of sales growth or in terms of market share or increase in customers etc.

The determinants are the factors which may be seen to contribute to the achievement of the results. In other words, Determinants refer to the forward-looking dimensions of Fitzgerald and Moon model, for example- what areas of future performance are most important for PHL to achieve positive financial and competitive results? Quality, resource utilization, flexibility and innovation are the determinants of future success and they are also the contributors to the achievement of competitiveness and financial performance.

In PHL a main *quality* issue seems to be courier delivery services and customer care. Points table shows that the NZ warehouse has a major problem in this area and achieved only (1) point out of the six available.

Resource utilisation for PHL is critical to its financial success and may be measured by effective and efficient use of drivers, vehicles, and financial resources. To some extent, such measurement can be seen in the data relating to courier delivery services and customer care. For example, the reason of late collection of couriers from customers may be a shortage of vehicles and/or drivers. Such shortages might

be due to sickness, staff shortage, problems of vehicle availability, vehicle maintenance etc.

Flexibility may be an issue like varied range of service as to meet different segment of customer is unavailable. Possibly, a short-term sub-contracting of vehicles or collections or deliveries may help in overcoming late collection problems.

The points table i.e. 'target vs actual' may be considered as an example of *innovation* by PHL. This gives a comprehensive set of measures providing an incentive for improvement at all warehouses. The points table may demonstrate the extent of achievement or non-achievement of PHL strategies for success. For instance – the firm may have a customer care commitment policy which identifies factors that should be achieved on a continual basis. For example, timely collection of couriers, misdirected couriers re-delivered at no extra charge, prompt responses to customer claims and compensation for customers.

(iii) The performance measurement system used by PHL is simple to use. However, it may be looked upon measuring the right things since the specific measures used in points table encompass a range of dimensions designed to focus the organization on factors essential for PHL's success and not restricted to traditional financial measures.

At PHL, internal benchmarking has been used to provide sets of absolute standards that all warehouses are expected to achieve. This will help to ensure a continuous focus upon the adoption of 'best practice' at all warehouses. Benchmarks on delivery performance give importance to quality of service whereas benchmarks on profitability i.e. target profits focus solely upon profitability.

Incentive schemes have been used at PHL, linking the achievement of firm targets with rewards. It might happen that the profit incentive would act as a booster to each warehouse management team. However, what is required for the prosperity of PHL is a focus of management on the determinants of success rather than the results of success.

Workings

Warehouse – Points Table

for the year ended 31 March 2018

	SG	HK	NY	NZ
Revenue and Profit				
Revenue	0	1	1	1
Profit (see note below)	1	0	1	0
Total Points earned …(A)	1	1	2	1
Ranking	II	II	I	II

Courier Delivery Services and Customer Care				
Late collection of couriers	1	0	1	0
Misdirected couriers	0	1	1	0
Delayed response to complaints	1	1	1	0
Vehicle breakdown delays	0	0	1	0
Lost items	1	1	1	0
Damaged items	1	0	1	1
Total Points earned …(B)	4	3	6	1
Ranking	II	III	I	IV
Credit Control and Administrative Efficiency				
Average Debtor weeks	0	1	1	0
Debtors more than 60 days	1	1	1	1
Invoice queries (% of total)	1	1	1	1
Credit notes (% of revenue)	1	1	1	0
Total Points earned …(C)	3	4	4	2
Ranking	II	I	I	III
Total Points …(A)+(B)+(C)	8	8	12	4

(a) Profit Points Calculation

Actual Results e.g. SG = 3.45/22.50 = 15.3% (1 point); HK = 3.60/ 27.00 = 13.3% (0 point)

(b) Debtors more than 60 days (% of total)

Particulars	**SG**	**HK**	**NY**	**NZ**
Revenue ('000)	22,500	27,000	21,000	33,000
Debtor weeks	5.80	4.90	5.10	6.20
∴ Debtors …(A)	2,510	2,544	2,060	3,935
Less than 30 days …(B)	(1,950)	(2,250)	(1,770)	(3,000)
31–60 Days …(C)	(481.50)	(199.50)	(229.50)	(828.00)
More than 60 days …(A) - (B) -(C)	78.50	94.50	60.50	107.00
Debtors in more than 60 days (% of total)	3.13	3·71	2·94	2·72

(c) Value of credit notes raised as a % of revenue e.g. SG = ₹67,500/ ₹2,25,00,000 = 0.30%

6. (i) Computation of NOPAT

Particulars	₹ in Crore
Operating Profit	162.00
Add:	
Non-Cash Items	14.00
Accounting Depreciation	118.00
Doubtful Debts	4.00
Research and Development	24.00
Less:	
Economic Depreciation	166.00
Tax Paid	18.00
Tax Saving on Interest (₹46 × 30%)	13.80
NOPAT	124.20

Computation of Capital Employed

Particulars	₹ in Crore
Capital Employed as on 31.03.2017	1,495.00
Add:	
Provision for Doubtful Debt as on 31.03.2017	5.00
Other Non-Cash Items (incurred in 2016-17)	12.00
Adjusted Opening Capital Employed	1,512.00

WACC = 0.45 × 14% + 0.55 × 6% × (1 – 30%)) = 8.61%

EVA = NOPAT – (WACC × Capital Employed) = – 5.98 Crores

Evaluation

Presently, WUS is distorting value as it is not able to meet the economic cost of its own capital. This put the company into the question of perpetual succession and lead the company against shareholder's interest. The reason could be a higher cost of equity for WUS. The investing risk should be low since 75% of the services that the company renders are important for the economy and demand is guaranteed in future. Optionally, WUS needs to either increase its NOPAT enough for break even on economic value added or slash its capital employed by selling unutilized or under-utilized assets.

(ii) Regulatory ROCE: Target 7.00%

$$\text{ROCE} = \left(\frac{\text{Operating Profit}}{\text{Capital Employed}}\right) \times 100.00\%$$

$$= \left(\frac{95}{1,422}\right) \times 100\%$$

$$= 6.68\%$$

The ROCE is within the acceptable ROCE of 7.00%.

(iii) Operating Margins

Water Distribution Operation = 17.12%

Water Bottle Operation = 36.02%

Advise

Operating margin from WBO is 36.02% compared to 17.12% (WDO). WUS may use the WDO activities as a trusted source of cash profit to reinvest in expansion of the WBO. Expansion through acquisition of appropriate non-regulated businesses using the cash generated by the regulated activities might be a good decision.

Further, WUS may improve profitability by controlling costs within WDO activities through performance measurement. The regulatory body cannot argue that the company is overcharging its customers to increase profit margin. This is possible through strict observance of expenses and using cost savings techniques through efficiency improvements. In order to control cost within WDO, targets should be based on minimal variances and adopting cost cutting methods.

Overall, In WDO, there is only a limited scope for increase in the operating profit since the maximum operating profit allowed is ₹99.54 crore i.e. 7.00% of ₹1,422 crore of capital employed. Thus, WUS should go to expand its WBO as this is producing higher operating profit margins.

7. (i) Customer demand for Cool Air's products is 100,000 units per annum. However, 5,000 defective units supplied are to be replaced free of charge by the company. Therefore, the total number of items supplied to customers per annum = 100,000 + 5,000 units = 105,000 units. The cost of replacement would include raw material cost, assembly & machining cost and delivery cost of 5,000 units = 5,000 units × (900+500+100) per unit = 5,000 units × ₹1,500 per unit = ₹75,00,000 per annum. Further, had the sale returns not happened, market share would have increased by 50,000 units. Contribution is ₹1,000 per unit, for 50,000 units contribution would be ₹5,00,00,000. Therefore, the cost of poor quality per annum = cost of replacement + contribution from lost sales = ₹75,00,000 + ₹5,00,00,000 = ₹5,75,00,000 per annum.

(ii) Inspection at the end of the process would detect defects before delivery to the customers. This would ensure that the sale returns would be nil. Given in the problem, 5,000 units supplied are defective and would need to be replaced, in other words, they need to be manufactured again. In other words, inspection after production, before delivery to customers would not prevent production of defective units. However, compared to the current scenario, since these defective units have not yet been delivered to the customer, the cost for additional delivery of replaced products would be saved. This savings in the extra delivery cost = 5,000 units × ₹100 per unit = ₹5,00,000 per annum. Further, had the sale returns not happened, market share would have increased by 50,000 units. Contribution is ₹1,000 per unit, for 50,000 units it would be ₹5,00,00,000 per annum. Therefore, the total benefit from the inspection process before delivery to customers = savings on delivery costs + contribution from incremental sales = ₹5,00,000 + ₹5,00,00,000 = ₹5,05,00,000 per annum. The cost to the company to maintain good quality of its products through inspection = ₹2,00,00,000 per annum. Therefore, the net benefit to the company would be ₹3,05,00,000.

(iii) Inspection of raw material at the procurement stage could entirely eliminate defective production. The benefit would be two fold, the current replacement cost for 5,000 units will no longer be incurred. Secondly, due to better customer perception, market share would increase, resulting in an increased contribution / revenue to the company. In other words, the cost of poor quality will be nil.

As explained in solution (i), the cost of poor quality per annum = cost of replacement + contribution from lost sales = ₹75,00,000 + ₹5,00,00,000 = ₹5,75,00,000 per annum. This would be the benefit by implementing the proposal.

Cool Air has to incur an inspection cost to ensure this highest standard of quality (0% defects) which would cost ₹4,00,00,000 per annum. Therefore, the net benefit to the company would be ₹1,75,00,000 per annum.

(iv) (a) The proposal to implement inspection immediately before delivering goods to the customers results in a net benefit of ₹3,05,00,000 per annum. Alternately, the proposal to implement inspection at the raw material procurement stage results in a net benefit of ₹1,75,00,000 per annum. Therefore, from a profitability point of view, inspection immediately before delivery of goods to the customer would the preferred option.

(b) The drawback of inspection at the end of the production process is that (1) it cannot prevent production of defective goods and (2) information regarding the root cause of defective production, in this case, supply of defective raw materials will not get tracked. Therefore, inspection at the end of production does not contribute to resolving the root cause of defective production. On the other hand, inspection at the procurement stage can eliminate production of defective goods. This will ensure a much higher quality of production, better

utilization of resources and production capacity. Therefore, from a long term strategy point of view, inspection at the raw material procurement stage will be very beneficial. Currently the cost of ensuring this highest quality of production (0% defects) is ₹4 crore per annum. The cost of ensuring 100% quality is quite high, such that the net benefit to the company is lesser than the other proposal. However, due to its long term benefit, Cool Air may consider some minimum essential quality control checks at the procurement stage. Although selective quality check might not ensure complete elimination of defective production, it can contribute towards reducing it. At the same time cost of selective quality check would not be so high as to override its benefits. To determine the extent of quality control inspection, Cool Air should determine its tolerance limit for defective production and do an analysis of the quality / cost tradeoff.

8. Customer lifetime value per subscriber can be found by calculating the present value of the revenue that is generated over the period of 4 years. This netted out with the cost incurred to attract subscribers, would give the customer lifetime value per subscriber.

S. No.	Particulars	Revenue (per year)	PVIFA	PV of Revenue	Probability of Usage	Net Revenue
1.	Net cost of attracting students (onetime expense)					5,000
2.	Net revenue from movie tickets					
	Years 1-2	2,000	1.735	3,470	100%	3,470
	Years 3-4 (refer note 1)	1,500	1.434	2,151	50%	1,076
3.	Sale of food and beverages					
	Years 1-2	4,000	1.735	6,940	75%	5,205
	Years 3-4 (refer note 2)	3,000	1.434	4,302	37.5%	1,613
4.	Sale of souvenirs and accessories					
	Years 1-2	2,250	1.735	3,904	25%	976
	Years (refer note 3)	750	1.434	1,076	5%	54
5.	Total revenue (Steps 2+3+4)					12,394
6.	Net revenue from subscription plan (steps 5-1)					7,394

Note 1:

PVIFA (10%, 4 years) = 3.169 and PVIFA (10%, 2 years) is 1.735. Therefore, PVIF for years 3 and 4 = PVIFA (10%, 4 years) - PVIFA (10%, 2 years) = 3.169 - 1.735 = 1.434.

Note 2:

Only 50% of the subscribers are expected to attend in years 3 and 4. Out of those only 75% are expected to buy food and beverage. Therefore, only 38% of the subscribers (75% of 50% subscribers who visit) are expected to buy souvenirs in years 3 and 4.

Note 3:

Only 50% of the subscribers are expected to attend in years 3 and 4. Out of those only 10% are expected to buy souvenirs. Therefore, only 5% of the subscribers (10% of 50% subscribers who visit) are expected to buy souvenirs in years 3 and 4

Present value of total revenue generated over the four-year period by a customer is ₹12,393 while the corresponding expense is ₹5,000. Therefore, the customer lifetime value per subscriber is ₹7,393. Cineworld has to multiply this with the expected number of subscribers each year, to find out if this would be a profitable proposition.

9. (i) (a) Traditional Variances

Usage Variance	=	(27,500 Kgs. – 27,225 Kgs.) × ₹10
	=	₹2,750 (F)
Price Variance	=	(₹10 – ₹9.50) × 27,225 Kgs.
	=	₹13,612.50 (F)
Total Variance	=	₹2,750 (F) + ₹13,612.50 (F)
	=	₹16,362.50 (F)

(b) Operational Variances

Usage Variance	=	(26,125 Kgs. – 27,225 Kgs.) × ₹9.70
	=	₹10,670 (A)
Price Variance	=	(₹9.70 – ₹9.50) × 27,225 Kgs.
	=	₹5,445 (F)
Total Variance	=	₹10,670 (A) + ₹5,445 (F)
	=	₹5,225 (A)

Planning Variances

Usage Variance	=	(27,500 Kgs. – 26,125 Kgs.) × ₹10
	=	₹13,750 (F)
Price Variance	=	(₹10 – ₹9.70) × 26,125 Kgs.

= ₹7,837.50 (F)

Total Variance = ₹13,750 (F) + ₹7,837.50 (F)

= ₹21,587.50 (F)

(ii) Interpretation

It is important to note that an innovation in technology is outside the control of Ski Slope and is, by nature, a planning 'error'. Equally, the better negotiation of a price should be recognised as an operational matter. Operational variances are self-evidently under the control of operational management, so operational efficiency must be assessed with only these figures in mind. The material procurement department has clearly done well by negotiating a price reduction beyond the market dip. One might question the quality of the ice, as the usage variance is adverse (possibly the ice fails to cover the field and so more is required). Obviously, the favourable price variance is smaller than the adverse usage variance, thus, overall performance is quite poor. A supervisor cannot assess variances in isolation from each other.

10. Calculation of Loss of Time Per Shift

	Mins.
Lunch Break	30
Tea Break	15
Breakdown, Repair, and Startup Time (68 mins / 2 Shift)	34
Total Time Loss Per Shift	79

Availability Ratio *per shift* = $\left\{\frac{480 \text{ mins.} - 79 \text{ mins.}}{480 \text{ mins.}}\right\} \times 100\%$

= 83.54 %

Actual Production = 140 tablets *per shift*

Standard time = 2.5 minutes

Standard Time Required = 140 units × 2.5 minutes

= 350 minutes

Actual Time Taken = 480 mins. – 79 mins.

= 401 minutes

Performance Ratio = $\left\{\frac{350 \text{ mins.}}{401 \text{ mins.}}\right\} \times 100\%$

= 87.28%

Quality Ratio = $\left\{\frac{140 \text{ tab.} - 25 \text{ tab.}}{140 \text{ tab.}}\right\} \times 100\%$

= 82.14%

Thus, **OEE** = 0.8354 × 0.8728 × 0.8214

= 59.89%

Comment

Since OEE of Swastik Pharmaceuticals Ltd. is lesser than 85 % i.e. World Class Performance Level, Company is advised to improve its each ratio i.e. availability ratio, performance ratio and quality ratio by collecting information related to all downtime and losses on machines, analyzing such information through graphs and charts, making improvement decisions thereon like autonomous maintenance, preventive maintenance, reduction in set up time etc. and implementing the same.