



Creating KPIs for the Textiles Industry

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ABSTRACT

This research focuses on optimizing the performance of KYI+ employees through the implementation of technical and behavioral Key Performance Indicators (KPIs). The study analyzes operational systems and roles, consulting with stakeholders to formulate KPIs aligning with production, quality, and compliance objectives. Technical KPIs encompass production volume, machine efficiency, and uptime, while behavioral KPIs cover collaboration, communication, and adherence to protocols. Monitoring KPIs enhances employee self-awareness, fostering improvements in productivity, quality, and safety. This integration positively impacts work culture, team dynamics, and motivation. Recommendations include continuous KPI tracking, target refinement, and regular feedback to sustain and enhance workforce performance.

Keywords: Efficiency, Collaboration, Performance, Motivation, Feedback.

INTRODUCTION

WHAT IS KPI?

KPI stands for Key Performance Indicator. It is a measurable value that indicates the effectiveness of an organization or individual in achieving important goals. KPIs are used to monitor progress, measure performance, and make data-driven decisions. KPIs provide teams with goals, metrics to measure progress, and insights that help people across the organization make better decisions. From finance and human resources to marketing and sales, KPIs help all areas of the business stay ahead of the competition.

KPIs vary by business, organization, and specific goals. They can be financial, operational, customer-focused, or employee-related. To be effective, KPIs must be specific, measurable, achievable, relevant, and time-based (SMART). They provide a quantitative way to track progress toward goals, identify areas for improvement, and make informed decisions based on data analysis. By regularly monitoring and analyzing KPIs, organizations can increase performance, improve processes, and achieve results.

IMPORTANCE OF KPI

Key Performance Indicators (KPIs) are important because they provide organizations with insight, drive performance improvements, and support informed decision-making. Here are some key reasons why KPIs are important:

1. *Aligning goals:* KPIs help align individuals, teams, and goals by identifying what needs to be done to be successful. They provide a framework for all stakeholders to understand and work towards a common goal.
2. *Performance measurement:* KPIs help organizations measure and monitor progress towards their goals. KPIs that measure performance meaningfully provide a clear picture of where the organization is and identify strengths and areas for improvement.
3. *Focus on what matters most:* KPIs help prioritize work and resources by showing the most important aspects of the business. They ensure that attention is focused on the features that have the greatest impact on achieving desired results.
4. *Performance measurement:* KPIs are tools used to measure individual, team, and organizational performance. They provide a framework for performance review, feedback, and recognition, promoting a culture of accountability and continuous improvement.
5. *Detect problems early:* KPIs act as an early warning, enabling organizations to identify and resolve issues before they grow. By regularly monitoring KPIs, potential bottlenecks, inefficiencies, or deviations from targets can be identified and corrected in a timely manner.
6. *Data-Driven Decision-Making:* KPIs provide a basis for decision-making data. They help managers and leaders make informed choices based on objective performance measures rather than relying on intuition or intuition.
7. *Continuous Improvement:* KPIs support a culture of continuous improvement by setting goals and tracking progress over time. By identifying areas for improvement, organizations can implement strategic plans, adjust strategies, and adjust processes to improve performance.

In today's competitive business environment, organizations in the industry are constantly looking for ways to increase efficiency and achieve maximum performance. The yarn industry, known for its production processes and demand for quality products, is no exception. It is important to create a performance evaluation for the people who do this job in the market in order to be more efficient, improve the quality of the products and

ensure work safety. The project focuses on the development and implementation of Key Performance Indicators (KPIs) to align with training workers in the spinning industry.

Workshop workers play an important role in the process of spinning yarn, operating machinery, supervising production, and maintaining quality standards. However, without clearly defined KPIs, it becomes difficult to evaluate their performance and make recommendations for improvement. By establishing and implementing KPIs that include performance and behavior, organizations can set clear expectations, motivate employees, and improve the business as a whole.

The main objective of the project is to create a set of KPIs that capture key performance indicators for employees in the yarn industry. These KPIs will go beyond productivity and go into employee skills, performance, and performance. Additionally, behavioral KPIs will be established to measure collaboration, problem-solving, compliance with safety procedures, and overall performance. This partnership recognizes that employee behavior and interpersonal relationships are important factors that lead to effective and efficient work in the internal market.

By providing measurable targets and regular feedback, organizations can foster a culture of continuous improvement and improve employee engagement and performance. was perfect. Additionally, these KPIs will be an important tool for measuring performance, identifying areas for improvement, and making informed decisions about effective operations.

KY1+ EMPLOYEES IN YARN SANGHERA

KY1+ is one of the categories of workers working at the lowest level. The employees whose salary is in the lower range, come in this category.

During the project, the existing processes and operations of the store will be reviewed in depth and areas for improvement will be determined. Input from managers, supervisors, and store staff will be sought to enable the development of KPIs to reflect the challenges and needs of the spinning industry. The findings and recommendations of the project will provide the organization with a perspective to improve the performance and performance of the employees in the shop, thereby providing useful control over the quality of work and in the yarn industry.

LITERATURE REVIEW

The key performance indicators (KPIs) and their impact on overall organizational performance (November 2014), Authors: M. Ishaq Bhatti, Hassan Awan, Z. Razaq- The key performance indicators (KPIs) and their effects on overall organizational performance in Pakistan's manufacturing industry are examined in this paper. The influence of KPIs on the overall performance of the manufacturing organizations was assessed using the data for this study that were acquired from the top-level management of the 84 best manufacturing organisations in Pakistan using a structured questionnaire. The findings demonstrate that, in terms of performance measurement, industrial organizations place a greater emphasis on customer satisfaction and delivery reliability.

Manufacturing flexibility: defining and analyzing relationships among competence, capability, and customer satisfaction (March 2003), Authors: Qingyu Zhang, Mark A. Vonderembse, Jeen Su Lim- The literature on industrial flexibility is organized and categorized in this study using the competence and capacity theory. It outlines a framework to investigate the connections between flexible capability (volume flexibility and mix flexibility), flexible competence (machine, labor, material handling, and routing flexibilities), and customer happiness. It creates accurate and trustworthy tools to gauge the manufacturing flexibility's subdimensions, and it applies structural equation modeling to a sizable sample (n=273). The findings show that flexible manufacturing competency and volume flexibility, as well as mix flexibility, have significant, positive, and direct connections.

Intellectual capital: Defining key performance indicators for organizational knowledge assets (October 2004), Authors: Bernard Marr, Giovanni Schiuma, Andy Neely- The knowledge asset map, which incorporates existing ways to attain comprehensiveness, is introduced after an assessment of the current methods for measuring knowledge-based assets. The knowledge asset dashboard is then introduced in the study to explain the crucial infrastructure interaction and to demonstrate the dynamic nature of these assets. The study concludes by recommending that before developing strategic key performance indicators that can be used to verify the presumed causal links, value pathways for knowledge assets should be visualized. *A KPI Anomaly Detection Method Based on Fast Clustering (November 2022), Authors: Yun WU, Yu Shi, Jieming Yang, Lishan Bao-* This research suggests the HCE-DWL method for quick clustering-based KPI anomaly identification. In order to increase the clustering efficiency of KPI data, this paper first adopts a combination of hierarchical agglomerative clustering (HAC) and deep assignment based on CNN-Embedding (CE) to perform cluster analysis on KPI data. Next, separately, the centroid of each KPI cluster and its Transformed Outlier Scores (TOS) are given weights, and finally, they are added to the LightGBM model for detection (the Double Weight It has been demonstrated through comparative experimental research that the method may significantly increase the effectiveness and precision of KPI anomaly identification.

Quality Improvement with the DMAIC Approach Using the Implementation of Benchmarking and KPI Methods (April 2022), Authors: Hibarkah Kurnia, Choesnul Jaqin, Humiras Hardi Purba- To help the concerned department regulate it using the Define Measure Analyse Improve regulate (DMAIC) technique, this study intends to identify the primary causes of dominating flaws, raise the sigma level, and propose changes to be included to the KPI method. It is suggested that the Key Performance Indicator (KPI) be expanded to include the sigma level so that the knitting department may take charge of and be passionate about ongoing development. *Method for deriving twisting process parameters of large package E-glass yarn by measuring physical properties of bobbin yarn (June 2023), Authors: Xi Wang, Juanfen Chen, Shuai Li, Pei Xiao-* In order to derive the parameters of the high-density E-glass yarn winding from the physical properties of the half-yarn, a method based on the study of the twisting principle of the E-glass yarn is proposed. After unwinding the bobbin thread and measuring its twist, the loop rise, and the corresponding diameter, the calculation is done according to the steps: first, the descent speed of the walker is determined, then the spindle speed data is matched, and finally, the rise speed of the walker is calculated. As a result, the reel spindle speed decreases. The result shows that the prediction error of this method is less than 1.1%, which can effectively derive the winding process parameters of high-pack E-glass yarn and provide a benchmark for the winding process design. *Key Performance Indicators: Developing, implementing, and using winning KPIs (2007), Authors: David Parmenter-* David Parmenter highlighted three discoveries that help unlock performance metrics from their shackles- Without critical success factors known to all employees, the organization is pointless; Most measures aren't really KPIs, they're performance indicators - measures that show how teams have worked together, often measured monthly, resulting in a busy reporting machine that lets the organization down, All KPIs are non-monetary, measured 24/7, daily, or at least weekly.

An assessment of key performance indicators and its relationship for implementation of total productive maintenance in manufacturing sector (March 2023), Authors: Lalit K. Toke, Shyamkumar D. Kalpande- This paper focuses on the empirical evaluation of key performance indicators (KPIs) for total productive maintenance (TPM). It provides implementation guidance and facilitates impact measurement and support for industry excellence. This study examines the current state of TPM and identifies key areas for TPM implementation using the Analytical Hierarchy Process in a manufacturing environment. *Procedure for Selecting Key Performance Indicators for Sustainable Manufacturing (Jan 2018), Authors: Deogratias Kibira, Michael P. Brundage, Shaw Feng, K. C. Morris-* This document provides a procedure on how individual producers can select KPIs to measure, monitor and improve the environmental aspects of their production processes. This procedure is the basis of a guideline proposed for standardization by ASTM International. This guide can be used to (1) Identify KPI candidates from existing sources, (2) Define new KPI candidates, (3) Select appropriate KPI values based on KPI criteria, and (4) Form the selected KPI values into a set with specified weights. The work explains how the developed method complements the existing sets of indicators and sustainability measurement methods at the production process level. *Opportunities for Synchronization in Manufacturing as Key Performance Indicator (2022), Authors: Florian Knapp, Oliver Antons, Julia C. Arlinghaus-* This paper provides a structured literature review that highlights relevant applications and explores their potential. It shows

how synchronization effects can be exploited and which system properties such as network topology, properties, and process time variations affect the occurrence of synchronization.

Establishing and improving manufacturing performance measures (2002), Authors: M. Munir Ahmad, Nasreddin Dhafir- This document lays the foundation for defining key performance indicators (KPI) for manufacturing companies. Their meaning and how they can be used for healing. The aim is to introduce a new methodology for KPIs. The usability improvement solution also uses production performance measurement methods taken from the literature. These are discussed based on production experience. This article provides a presentation, critical evaluation, and brief examples of the application of these methodologies. The main conclusion of this article is that KPIs can be used to quantitatively evaluate a company's production. Intellectual capital – defining key performance indicators for organizational knowledge assets (Oct 2004), Authors: Bernard Marr, Gianni Schiuma, Andy Neely- This paper reviews existing approaches to measure knowledge-based resources and then presents a knowledge asset map that combines existing approaches to achieve coverage. The paper then presents a dashboard of data resources that explains the relationship between key people and infrastructure, thus explaining the dynamic nature of these resources. Finally, the paper proposes to visualize the value path of knowledge assets before designing strategic KPIs, which can then be used to test hypothesized causal relationships. It enables organizations to manage and report on these core values of today's economy.

RESEARCH METHODOLOGY

PROBLEM STATEMENT:

There is no key performance indicator (KPI) system for the roles and responsibilities of shop workers in the yarn plant. The lack of clear and measurable performance brought many challenges.

First, the absence of standard KPIs and objective measurement standards makes it difficult to accurately assess and compare the performance of training personnel. This hinders the organization's ability to identify areas for improvement, identify top performers, and allocate resources effectively. Second, the lack of performance expectations leads to conflict that makes work inconsistent and inconsistent with the organization's goals. In addition, no significant factors such as behavior, cooperation, communication, and adherence to security procedures are observed that affect all interests and employee loyalty. Therefore, it is necessary to develop and implement processes and behavioral KPIs specifically for yarn workers.

PURPOSE OF THE PROJECT:

The aim of the project is to develop and implement a set of Key Performance Indicators (KPIs) specifically designed to measure and monitor the performance of KY1+ employees in the yarn industry. The project aims to improve productivity, efficiency, and quality control in factory operations by creating effective and measurable KPIs, ultimately improving efficiency and effectiveness for the yarn manufacturing industry as a whole.

This project recognizes the important role of KY1+ employees in the spinning industry in performing tasks such as operating machinery, managing production processes, performing chemical monitoring, and ensuring compliance with business standards. However, the absence of standard KPIs often makes it difficult to assess and monitor the individual performance of these employees.

This project aims to address this by establishing a clear set of KPIs and providing a clear basis for evaluating and rewarding the performance of KY1+ employees. KPIs will be carefully designed to meet the specific objectives and needs of the spinning industry, including key performance indicators such as yield, quality control, waste reduction, compliance with safety procedures, and compliance with labor regulations.

This project will take a collaborative approach with stakeholders including KY1+ staff, supervisors, and managers. Selected KPIs will be objective, measurable, and actionable, allowing employees and management to track progress, identify areas for improvement, and make decisions from the information.

In addition, the project will include the development of monitoring and reporting technology and data analysis to collect and analyze performance data in real-time. The system will enable stakeholders to better understand the business in the internal market, make interventions, optimization, and continuous improvement. Finally, the purpose of using KPIs for KY1+ employees in the spinning industry is to promote a culture of responsibility, quality work performance, and continuous improvement. By providing performance indicators, the program will encourage employees to understand their impact, strive to be effective, and contribute to the overall success of the organization. It will also help manage training needs, allocate resources efficiently, and create a positive and motivating work environment.

OBJECTIVE OF THE STUDY:

1. The aim of this study is to develop a set of Key Performance Indicators (KPIs) to evaluate and monitor the performance of KY1+ employees.
2. Identification of performance areas and developing performance benchmarks.

RESEARCH DESIGN:

A mixed-methods approach will be used in the research design to collect both qualitative and quantitative data. This strategy enables the creation of objective performance measures as well as a thorough grasp of the present practices and experiences.

SAMPLING:

The performance of the shop floor employees will be taken into consideration when choosing HODs from various departments using a purposive sample technique. Based on their qualifications and understanding of the duties and obligations of the workforce, they will be chosen.

DATA COLLECTION:

a. Questionnaire:

The HODs' perspectives on the roles, responsibilities, and critical performance areas of the shop floor employees will be gathered through the development of a structured questionnaire.

b. Technical KPI collection:

The technical KPIs gathered from various departments will be examined to determine the performance measurement framework already in place and the applicability of the measures in gauging the effectiveness of shop floor employees.

c. KPI Verification Process:

Direct observation of personnel and their tasks on the shop floor will be part of the KPI verification process. This will include collaborating closely with the HODs and the employees to comprehend their routine tasks and the difficulties they encounter.

DISCUSSION

KPI FORMATION PROCESS:

1. *Data collection from HODs*: The first step involved contacting HODs from various places involved in the yarn manufacturing process. These include Administration, Operations, Electrical, Warehouse, Quality Control, and Mechanical & Utilities. Through interviews and discussions, relevant KPIs were gathered from each HOD, highlighting their skills and priorities.
2. *KPI Verification and Alignment*: When KPIs are written by the HOD, they are carefully reviewed to check their relevance and alignment with the overall objectives of the organization. This includes analyzing KPIs against goals, performance goals, and desired outcomes. Any inconsistencies or duplications are identified and resolved through discussion and consultation with the HOD.
3. *Technical KPI Development*: Technical KPIs are developed based on current and current KPIs. These KPIs focus on metrics related to productivity, efficiency, effectiveness, and adherence to production schedules. Clear targets and benchmarks are set for each KPI to measure performance and improve tracking.
4. *Behavioral KPI Development*: Seeing the importance of behavioral behavior in driving overall traffic, created a set of behavioral KPIs. These behavioral KPIs are designed to measure teamwork, communication, problem-solving, and adherence to safety procedures. This integration ensures that both performance and behavior are included in the store employee's performance appraisal.
5. *Gap Resolution*: Throughout the process, special care is taken to eliminate any gaps or conflicts between the collected KPIs. This includes discussions with HODs to resolve differences, expand interpretation, and ensure department-wide consistency. The goal is to create a unified and integrated set of KPIs that reflect the organization's goals and expectations.
6. *Information and Reporting*: When the final set of KPIs is determined, a report is prepared showing each KPI, measurement method, target value, and reporting frequency. This document serves as a reference guide for organizations and provides a framework for performance measurement and reporting.

The project follows this approach, ensuring that different views of different HODs are brought together, aligning KPIs with organizations' goals.

KPIs were chosen to improve productivity, efficiency, and overall performance alternating between business and behavior. Two types of KPIs were used- Technical and Behavioral. Technical KPIs include customer satisfaction, zero downtime, uptime, machine performance, 100% error-free loading, and more. Also, behavioral KPIs such as ethics, participation, communication, attitude, and commitment to roles and responsibilities. Some of the selected KPIs are discussed below.

1. TECHNICAL KPIs:

- a. *Customer satisfaction*: Customer satisfaction is an important KPI as it directly affects the quality of products and services offered by store employees. Measuring customer satisfaction can be done through surveys, feedback forms, or analyzing customer complaints. By focusing on increasing customer satisfaction, the spinning industry can build a good reputation and develop long-term customer relationships.
- b. *Zero downtime*: Zero downtime is an important KPI for reducing the occurrence of product failures and malfunctions in the shop floor. This KPI indicates the need for preventive maintenance, regular inspections, and corrective actions. By reducing downtime and increasing equipment reliability, shopkeepers can work efficiently, meet production schedules and avoid costly delays.

c. *Machine Uptime*: Machine uptime measures the percentage of time a production machine is available and running. It guides the use of the equipment and identifies potential malfunctions or maintenance problems. Maximizing machine uptime maximizes output, minimizes downtime and enables businesses to meet customer needs.

d. *Machine Efficiency*: Machine efficiency measures the productivity and efficiency of production machinery. It measures the ratio of actual output to maximum output, including parameters such as speed, downtime, and quality. Increasing machine efficiency through continuous monitoring and process optimization can increase product base and cost-effectiveness.

e. *100% Loading Error-Free Loading*: Error-free loading refers to the accuracy and precision of products or goods loaded into trucks or containers. This KPI assures the accuracy and quality of yarn products delivered to customers without defects or inconsistencies. By striving for 100% error-free loading, store operators can reduce customer dissatisfaction, reduce waste and maintain a reputation for good delivery.

f. *CLAIR*: CLAIR stands for Cleaning, Lubrication, Assurance, Inspection and Retightening. This KPI pertains to the maintenance of the machinery. It makes sure that the machine used is well cared for and cleaned on every shift.

2. BEHAVIORAL KPIS:

a. *Business Integrity*: Business Integrity measures an employee's commitment, professionalism, and commitment to their work. It determines factors such as reliability, initiative, responsibility and ability to meet deadlines. Measuring and supporting the performance of KY1+ employees increases efficiency and helps improve overall productivity and efficiency.

b. *Attendance*: Attendance is a behavioral KPI that measures the time and amount of employee arrival at work. This shows their commitment and trust. Maintaining high engagement ensures adequate staffing and minimizes disruption to production schedules, resulting in more efficient and effective operations.

c. *Communication*: Effective communication is essential for cooperation and collaboration among store employees. This KPI feature measures an employee's ability to communicate information clearly, listen effectively, and solve problems. Improved communication improves coordination, reduces errors, and provides efficient solutions in the workshop.

d. *Attitude*: Attitude refers to an employee's positive attitude, motivation, and satisfaction towards his or her job. Positive attitudes can create a positive and attractive work environment that affects employee morale and job satisfaction. Observing and encouraging good behavior on the shop floor can increase productivity, improve collaboration, and improve overall performance.

e. *Commitment to roles and responsibilities*: This KPI measures the level of commitment and ownership employees show in their roles and responsibilities. It includes factors such as initiative, responsibility, and participation in meeting job requirements. High commitment ensures efficient and timely completion of tasks, providing an excellent working environment.

LIST OF DEPARTMENTS & JOB TITLES OF KY1+ EMPLOYEES

S.no.	Department Name	Job title
1	Administration Sanghera	Cook/Pantry/Office boy/Caretaker
2	Business Yarn Sanghera	Cook/Pantry/Office boy/Caretaker
3	Medical Services	Medical Attendant
4	Fire & Safety Services	Fireman
5	Visitor Management	Clerk/PRO
6	Hospitality/Guest House/Canteen	Support/Guest Cook
7	Business Yarn Sanghera	Pantry boy/Office boy
8	Gate Commercial & PRO	Associate Gate Commercial
9	Administration LDH & CHD	Pantry boy/Office boy
10	Administration LDH & CHD	Security Guard
11	Electrical TYS 66 KV	Electrician
12	PM Electrical & Instrumentation	Electrician
13	PM Electrical & Instrumentation	Fitter
14	PM Electrical & Instrumentation	Technician
15	Quality Control	Investigator
16	Quality Control	Operator
17	Quality Control	Wrapping Operator
18	PM Mechanical & Utilities	Assistant Fitter
19	Mechanical Workshop TYS	Carpenter
20	BD Mechanical & Utilities	Cleaner
21	PM Mechanical & Utilities	Foreman
22	PM Mechanical & Utilities	Head Fitter

23	Mechanical Workshop TYS	Painter
24	BD Mechanical & Utilities	Operator
25	Mechanical Workshop TYS	Turner
26	BD Mechanical & Utilities	Fitter
27	Mechanical Workshop TYS	Fitter
28	PM Mechanical & Utilities	Fitter
29	BD Mechanical & Utilities	Technician
30	PM Mechanical & Utilities	Technician
31	Mechanical Workshop TYS	Welder
32	Ring Frame	Doffer
33	Speed Frame	Doffer
34	Winding	Doffer
35	Packing	Packer
36	Ring Frame	Gaiter
37	Blow room & Carding	Operator
38	Cheese Winding	Operator
39	Comber	Operator
40	Draw Frame(B)	Operator
41	Draw Frame(F)	Operator
42	Mixing	Operator
43	Open End	Operator
44	Packing	Operator
45	Ring Frame	Operator
46	Speed Frame	Operator
47	TFO	Operator

48	Unilap	Operator
49	Winding	Operator
50	Speed Frame	Simplex doffer
51	Cotton Warehouse TYS	Material Handler
52	FG Warehouse TYS	Material Handler
53	RGF TYS	Material Handler
54	Centralised & Packing Store TYS	Material & Store Handler
55	Cotton Warehouse TYS	Driver

CONCLUSION

In summary, the implementation of Key Performance Indicators (KPIs) to train employees in the yarn industry within a month is an important step in improving product quality, performance, and overall performance. Selected KPIs include customer satisfaction, zero downtime, uptime, machine performance, and 100% error-free delivery, as well as behavioral KPIs such as morale, engagement, communication, attitude, and commitment to responsibility and accountability, which provide a framework for monitoring and evaluating the store's ground performance.

The yarn business can create a quality model by giving these important lessons and enabling employees to work harder for the purpose of the organization. Customer satisfaction KPIs focus on meeting customer needs and maintaining quality standards, thereby increasing customer loyalty and business competitiveness. Zero downtime and machine uptime KPIs address preventive maintenance, maximize operational efficiency and minimize expensive equipment. Machine efficiency KPIs provide productivity improvements and cost optimization. 100% error-free loading KPIs ensure delivery and reduce customer dissatisfaction and waste.

Work behavior, participation, communication, behavior, and collaborative behaviors such as responsibility and role commitment support leadership, teamwork, and employee engagement. These behaviors promote professionalism, responsibility, and good cooperation among store employees, leading to improved overall efficiency and effectiveness.

While a month is tough, developing and implementing these KPIs requires the collaboration of management, supervisors, and store staff. Open communication, training, and ongoing support are essential to ensure that KPI definitions are understood, accepted, and followed. It is worth noting that the introduction of KPIs is an ongoing process, not an event. Continuous monitoring, evaluation, and feedback loops are necessary to monitor progress, identify areas for improvement and make necessary corrections. Continuous improvement should be encouraged to increase the effectiveness of KPIs and enable them to change the needs of the business.

As a result, generating KPIs within a month for home mill workers in the spinning industry lays a solid foundation for improving efficiency, effectiveness, and satisfied customer service. By following the principles

of excellence and creating a culture of continuous improvement, the spinning industry can achieve its goals, improve its performance and achieve good results in business.

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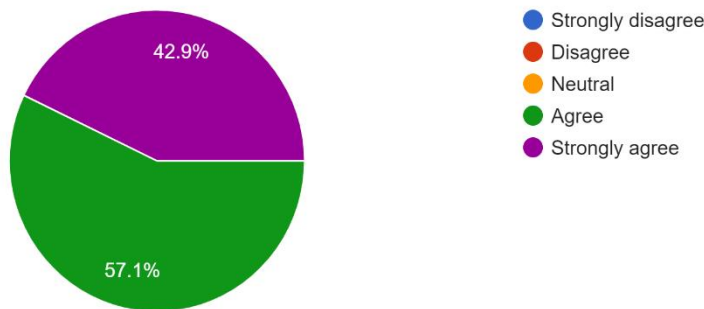
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APPENDIX

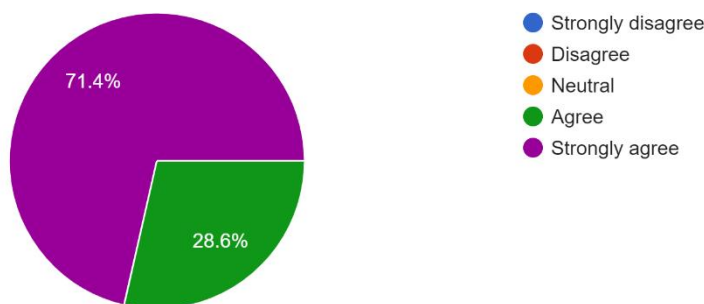
I believe that implementing KPIs will improve overall departmental performance.

7 responses



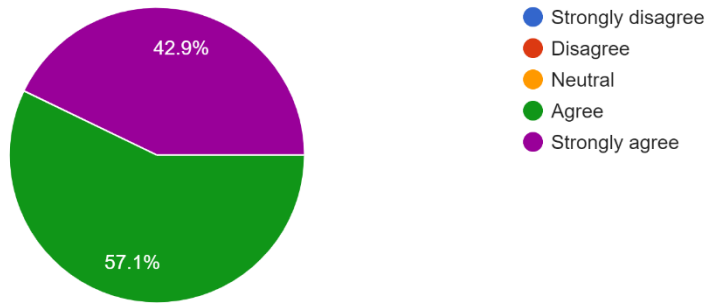
I am committed to participate in the process of creating KPIs for KY1+ employees.

7 responses



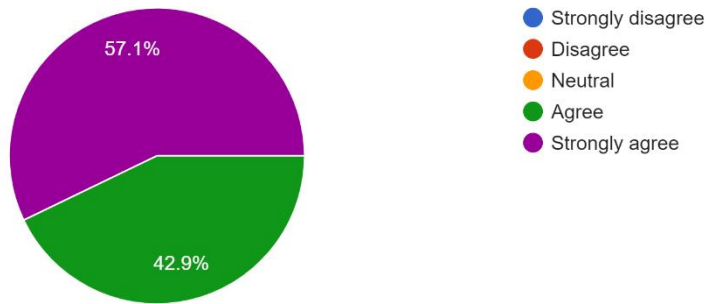
I am willing to collaborate with other departments to ensure KPIs align with broader organizational goals.

7 responses



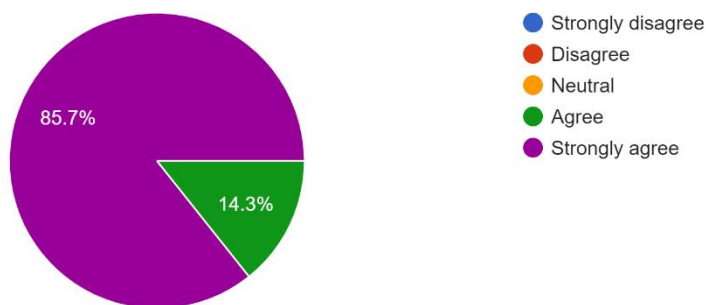
KPIs should focus on improving individual shop floor worker performance.

7 responses



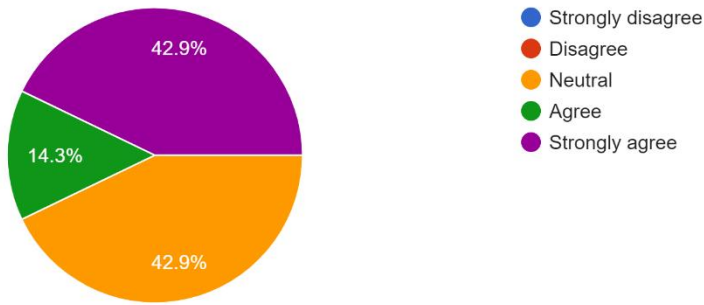
KPIs should emphasize teamwork and collaboration among the employees.

7 responses



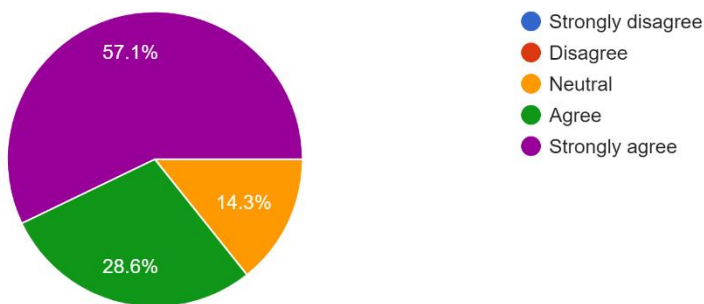
I believe that KPIs should be challenging yet attainable for the employees.

7 responses



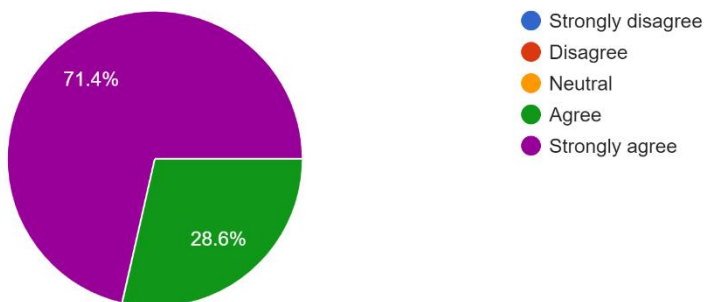
The KPIs should incorporate both quantitative and qualitative measures of performance.

7 responses



The frequency of KPI assessment should be regular to monitor progress effectively.

7 responses



The KPIs should be flexible enough to adapt to changing business needs and circumstances.

7 responses

