

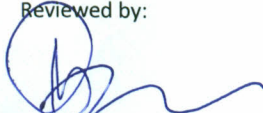
Department KPIs FY 2019

FINANCE DEPARTMENT	No	Directional Segment	Key Performance Indicators	Target	Weight	Data Sources/ Measurement Criteria
	KPI 1	Billing	BL 01- Data transfer dependency 95%, currently 83% transfer only and the same needs to be reviewed. BL 02- Automation of awbs, current 38%, target 70% by end of year - corporate customers only BL 03 - All Data Entry completed by 6th of each month. Saturdays & Fridays excluded BL 04 - Invoices finalized handed to collection 8th of each month Fridays & Saturdays excluded BL 05 - Reduce customer complaint due to Billing data entry BL 06 - Invoices finalized & delivered to customer 15th each month [Date 9 to15, Fridays & Saturdays excluded. BL 07 - Automated data capture to be added IBU	94%	14	
	KPI 2	Collection	CL 01 -Collection Target 93% - Corporate Segment. CL 02 -Cash Collection Target 100% - 10th of the following Month (Cash Sales, COD, Custom Duty)	98%	39	
	KPI 3	Reporting & Audit	R 01 -External Audit FY 2017 - March 2018. R 02 -Financial Review - Quarterly (Balance Sheet; Statement of Income & Statement of Cash flows) R 03 -Financial Review - Monthly (Statement of Income; Actual vs Budget vs Last Year; Revenue Report; Revenue Drivers & Cost Drivers)	100%	15	
	KPI 4	Budgeting	BD 01 -Align with Budget (overtime, travel, perdiem and printing and stationary to all dept.) to add (handlers, fuel, spot lease to Operations). BD 02 -Budget FY 2019: All Department Submission & Reconciliation with Finance Department. BD 03 -Budget FY 2019: Finance Department to MD.	100%	12	
	KPI 5	Purchasing	PR 01 -Purchase Request (PR) to Purchase Order (PO) raised Nine (9) days. Cut-off date 20th. PR 02 -Purchase Order (PO) to Delivery of Material. Limited to local purchase only (SLA-10 Days) PR 03 -Supplier Survey - 3	91%	6	
	KPI 6	Oracle Fusion	FS 01 -Oracle Fusion ERP. FS 02 -Billing System (ERP+CORE) All Countries. FS 03 -ECOM Payment Mgt. System.	100%	9	
	KPI 7	Staff Survey	STAFF SUREY CURR - 80% TO ACHIEVE - 85%	85%	2	
	KPI 8	Saudization	SAUDIAZATION CURR - 21.3% TO ACHIEVE 28%	28%	3	
				Total	100	

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