

# SMSA FREIGHT DEPRATMENT KPI 2017

Directional Segment	No	SMSA Frieght KPI's	Data Source	Total	Weight
	1	Delivery Commitment	Clearance Report	90%	15%
	2	Staff Suvey	Survey Report	85%	10%
	3	Staff Training	Staff Training Report	80%	10%
	4	Saudization	HR Report	100%	10%
	5	Revenue target	Monthly Revenue Report	95%	25%
	6	Lost Customer	Customer Database	80%	10%
	7	Lost Revenue	Finance Report	80%	10%
	8	Align With Budget	Finance Report	100%	10%
					100%

PREPARED BY:  
THANVEER K PUDUKUDI  
MANAGER - SFD



APPROVED BY:  
ENG. MAJED AL ESMAIL  
MANAGING DIRECTOR

