

Department KPIs FY 2020

No	Directional Segment	Key Performance Indicators	Target	Weight	Data Sources/ Measurement Criteria
KPI 1	Operations	Delivery commitment	92%	15	Proof of Delivery
KPI 2	Finance	Revenue Target	100%	30	Monthly Revenue Report
KPI 3	People	Employee Satisfaction Survey	85%	10	Employee Survey Report
KPI 4	Finance	Lost Customers	5%	10	Regular Customers must not lose more than 5% Currently 50 ustomers
KPI 5	Finance	Quotation Hit Ratio (Corprate Clients)	75%	10	Quotation Log
KPI 6	Finance	Quotation Hit Ratio (Medium Clients)	75%	10	Quotation Log
KPI 7	People	Saudization (Target 12%)	12%	10	HR Report for Saudization
KPI 8	People	Staff Coaching - Operations/ Sales (Every 6 months)	100%	5	Coaching Report
Total			100		

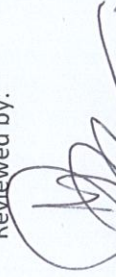
SMSA FREIGHT DEPARTMENT

Prepared by:



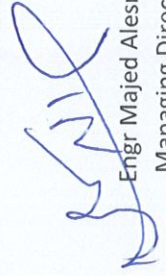
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