

Legal KPI 2022

Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target
OPERATIONS (Overall weight 90%)	RESOURCES	KPI-1	Technology	* Archiving contracts of Legal Department	20%	18.00%	100.00%
		KPI-2	Infrastructure	Licences * Zakat License (1 months from the closing of the accounts from Finance dept.) * New Retail License (2 per month) * Renewal of expired License (97%)	40%	36.00%	100.00%
		KPI-3	Legal functionality	Legal functionality * Legal cases - Attending (98%) * Reviewing contracts - SLA (98%) * Legal Advise - 3 working days (100%) * Number of cases successful (80%)	40%	36.00%	100.00%
	SUSTAINABILITY	OVERALL WEIGHT					
					100%	90.00%	
PEOPLE (Overall weight 10%)	RESOURCES	KPI-4	Employee	Staff Survey Results - target 89%	100%	10.00%	100.00%
					100%	10.00%	
					10%		

FINANCE	NA						
			N/A	N/A	0%	0.00%	100.00%
			Total		0%	0%	
			OVERALL WEIGHT				

CUSTOMERS	NA						
			N/A	N/A	0%	0.00%	100.00%
			Total		0%	0.00%	
			OVERALL WEIGHT			100.00%	

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