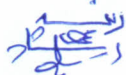


Department KPIs FY 2019

No	Directional Segment	Key Performance Indicators	Target	Weight	Data Sources/ Measurement Criteria
KPI 1	Operations New Automation	New technology and automation projects	85%	40	As per Project Plan and Management Approval
		1. Oracle Fusion (KSA, BAH, EGY, UAE)	20%		
		2. New customer portal on website	10%		
		3. Healthcare SMSA Cold Chain Management (SCCM) system	10%		
KPI 2	Operations Enhance Automation Enhance 3PL System	Enhance Existing Application & Infrastructure	90%	35	Helpdesk System
		1. Mobile application enhancement phase 4	8%		
		2. MRM enhancement system ver 4 development	5%		
		3. SMSA automation tools SAM Heavy/ SAM light (Phase 3)	5%		
		4. Self Service Enhancement in IVR	8%		
		5. SECOM & SDC enhancement phase 3	5%		
KPI 3	Support	Provide IT Support To Infrastructure, Hardware & Applications	90%	25	Helpdesk System
		1. EBS & Siebel Application Support	5%		
		2. Network & Infrastructure Support	3%		
		3. Hardware & Software Support	3%		
		4. Contact Center / IP Telephony Support	2%		
		5. Logistics Systems (3PL & Logis) Support	2%		
		6. SAM Heavy / SAM Light Support	2%		
		7. SDC / MRM / SPOTS Support	3%		
		8. SECOM Support	3%		
		9. Mobile Apps & Website Support	2%		
KPI 4	People	Saudization Department to achieve 6% overall	6%	5	HRD- report

Total 100

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