

Quality & Risk Management KPI 2025

Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target			
OPERATIONS (Overall weight 25%)	RESOURCES	KPI-1	Technology	Implementation Power BI	As per plan	2%	0.50%	100.00%		
		Implementation of the new GUIDE system	As per plan	20%	5.00%	100.00%				
	SUSTAINABILITY	KPI-2 <div>Quality (New / Maintain)</div>	Implementation of the new investigation system	As per plan	2%	0.50%	100.00%			
			Phase 3 - ISO 27001:2013 certification	Quality Certificates	2%	0.50%	100.00%			
			Phase 3 - BCDR ISO 22301:2019 (1 x department)	Quality Certificates	10%	2.50%	100.00%			
			Maintain current quality certificates - KSA	Quality Certificates	2%	0.50%	100.00%			
			Maintain current quality certificates - UAE	Quality Certificates	5%	1.25%	100.00%			
			Maintain current quality certificates - EGY	Quality Certificates	5%	1.25%	100.00%			
			Maintain current quality certificates - BAH	Quality Certificates	5%	1.25%	100.00%			
			New ISO 9001: 2015 for South Africa	Quality Certificates	5%	1.25%	100.00%			
			New ISO 9001: 2015 for KWT	Quality Certificates	2%	0.50%	100.00%			
			New ISO 9001: 2015 for Jordan	Quality Certificates	2%	0.50%	100.00%			
			New ISO 13485 Medical services certification	Quality Certificates	16%	4.00%	100.00%			
			Maintain current EHS certificates - HQ	Quality Certificates	10%	2.50%	100.00%			
			Maintain current EHS certificates - HCR	Quality Certificates	10%	2.50%	100.00%			
			New EHS certificate - EGY	Quality Certificates	2%	0.50%	100.00%			
			<div>Total</div>		100%	25.00%				
			OVERALL WEIGHT		25%					
			PEOPLE (Overall weight 10%)	RESOURCES	KPI-3 People Development	Rapid development programs for N1, N2, & N3 levels	As per Training records	15%	1.50%	100.00%
						Leadership training	As per Training records	30%	3.00%	100.00%
Implementation of a Mentorship Program	As per Training records	20%				2.00%	100.00%			
KPI-4 Employee	Funded Professional Certification	As per Training records			5%	0.50%	100.00%			
	Staff Survey Results - target 75%	As per Survey results			30%	3.00%	100.00%			
	<div>Total</div>				100%	10.00%				
OVERALL WEIGHT		10%								
FINANCE (Overall weight 45%)	MONETIZATION	KPI-5 Financial Performance			Cost reduce by 20%	As per FIN report	10%	4.50%	100.00%	
		KPI-6 Growth & Revenue			Ammo Ex (Falcon Project)	As per FIN report	90%	40.50%	100.00%	
		<div>Total</div>				100%	45.00%			
		OVERALL WEIGHT		45%						
		CUSTOMERS (Overall weight 20%)	SUSTAINABILITY	KPI-7 Specialized Services	Services Levels: E-Inspection Project	As per the report	50%	10.00%	100.00%	
Services Levels: Falcon Project	As per the report				50%	10.00%	100.00%			
<div>Total</div>				100%	20.00%					
OVERALL WEIGHT				20%						
OVERALL WEIGHT				100.00%						

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