

Administration KPI 2024

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	New Infrastructure Operations Facilities Gateways, Hubs, Stations, & Warehouses	Merge facilities – KSA	As per plan	15.00%	13.50%	100.00%
				3PL & Fulfilment facilities	As per plan	15.00%	13.50%	100.00%
				New Facility -Jeddah	As per plan	15.00%	13.50%	100.00%
				New Facility - Bahrain	As per plan	10.00%	9.00%	100.00%
				Saber	As per plan	10.00%	9.00%	100.00%
				Bonded Facility Setup	As per plan	10.00%	9.00%	100.00%
		KPI-1	Enhance Infrastructure	Upgrade SMSA service center infrastructure (24 SSC)	SSC & Admin report	7.50%	6.75%	100.00%
				Increase SMSA service center outlets (6 SSC)	SSC & Admin report	7.50%	6.75%	100.00%
	SUSTAINABILITY	KPI-2	Quality (Maintain)	Maintain current EHS certificates - HQ	Quality Certificates	10.00%	9.00%	100.00%
Total						100%	90.00%	
OVERALL WEIGHT						90%		
PEOPLE (Overall weight 10%)	RESOURCES	KPI-3	Localization	Maintain Saudization - target: 45%	As per HR Man power Report	40%	4.00%	100.00%
				Rapid development programs for N1, N2, & N3 Levels	As per Training records	15%	1.50%	100.00%
		KPI-4	Succession plan	Leadership training	As per Training records	10%	1.00%	100.00%
				Implementation of a Mentorship Program	As per Training records	10%	1.00%	100.00%
				Funded Professional Certification	As per Training records	5%	0.50%	100.00%
		KPI-5	Employee	Staff Survey Results - target 75%	As per Survey results	20%	2.00%	100.00%
		Total				100%	10.00%	
OVERALL WEIGHT						10%		
FINANCE (Overall weight NA)	MONETIZATION	NA		NA	NA	NA	NA	NA
		Total				0%	0.00%	
		OVERALL WEIGHT				0%		
CUSTOMERS (Overall weight NA)	SUSTAINABILITY	NA		NA	NA	NA	NA	NA
		Total				0%	0.00%	
		OVERALL WEIGHT				0%		

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