

Special Delivery Channel KPI 2024

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	Enhance SDM system	As per plan	35%	8.75%	100.00%
		Live Courier tracking		As per plan	35%	8.75%	100.00%	
		KPI-2	Operational Efficiency	Route Assessment	As per plan	30%	7.50%	100.00%
		Total				100%	25.00%	
		OVERALL WEIGHT				25%		
PEOPLE (Overall weight 10%)	RESOURCES	KPI-3	Localization	Maintain Saudization - target: 50%	As per HR Man power Report	70%	7.00%	100.00%
		KPI-4	Succession plan	Rapid development programs for N1, N2, & N3 Levels	As per Training records	5%	0.50%	100.00%
				Leadership training	As per Training records	5%	0.50%	100.00%
				Implementation of a Mentorship Program	As per Training records	5%	0.50%	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	10%	1.00%	100.00%
		Total				100%	10.00%	
		OVERALL WEIGHT				10%		
FINANCE (Overall weight 45%)	MONETIZATION	KPI-6	Financial Performance	Cost reduction by 20%	As per FIN report	100%	45.00%	100.00%
		Total				100%	45.00%	
		OVERALL WEIGHT				45%		
CUSTOMERS (Overall weight 20%)	SUSTAINABILITY	KPI-7	SDC Service Levels	94% Validated Shipments delivered within agreed commitment time	As per SDM reports	20%	4.00%	100.00%
		KPI-8	Customer Satisfaction Survey	Incorrect Delivery/ Lost Shipment - not to exceed 0.007% monthly	As per SDM reports	20%	4.00%	100.00%
				Return/ Undelivered Shipments - not to exceed Customer SLA - 17%	As per SDM reports	15%	3.00%	100.00%
				Satisfaction Measurement Levels (Customer Survey): to achieve 96% satisfaction	As per Survey results	20%	4.00%	100.00%
		KPI-9	Reduce No. of Complaints	No. of complaints shouldn't exceed 0.55% of the total volume	As per Customer Service spread sheet.	25%	5.00%	100.00%
		Total				100%	15.00%	
		OVERALL WEIGHT				20%		
								95.00%

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