

Fulfillment & Logistics 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%)	SUSTAINABILITY	KPI-1	OPS Efficiency	Expansion of Fulfillment Warehouse Increased the number of customers from 61 to 120.	As per plan	50%	12.50%	100.00%
				Expansion of bonded Warehouses for SFDA approved facilities.	As per plan	20%	5.00%	100.00%
				Start bonded facility Fulfillment in areas outside of airports	As per plan	30%	7.50%	100.00%
				Total		100%	25.00%	
	OVERALL WEIGHT					25%		
PEOPLE (Overall weight 10%)	RESOURCES	KPI-2	Localization	Maintain Saudization - target: 70%	As per HR Man power Report	40%	4.00%	100.00%
		KPI-3	Succession plan	Rapid development programs for N1, N2, & N3 Levels	As per Training records	15%	1.50%	100.00%
				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-4	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 45%)	MONETIZATION	KPI-5	Financial Performance	Cost reduction by 20%	As per FIN report	100%	45.00%	100.00%
						Total		100%
		OVERALL WEIGHT				45%		
		CUSTOMERS (Overall weight 20%)	SUSTAINABILITY	KPI-6	OPS Logistics Service Levels	Order Picking and Processing Accuracy on a daily basis.	As per Monthly report	30%
Obtain 95% Inventory accuracy measured monthly.	As per Monthly report					25%	5.00%	100.00%
Obtain daily, 99% accuracy for receipt, picking and dispatching.	As per Monthly report					25%	5.00%	100.00%
KPI-7	Customer Satisfaction Survey			Satisfaction Measurement Levels (Customer Survey): Logistics customers-Target: 96	As per Survey results	20%	4.00%	100.00%
				Total		100%	20.00%	
OVERALL WEIGHT						20%		
								100.00%

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