

Fulfillment & Logistics KPI 2024

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Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %		
CUSTOMERS (Overall weight 20%)	SUSTAINABILITY	KPI-1 OPS Efficiency	Expansion of Fulfilment Warehouse. Increased the number of customers from 61 to 120.	As per plan	50%	12.50%		
			Expansion of bonded Warehouses for SFDA approved facilities.	As per plan	20%	5.00%		
			Start bonded facility Fulfilment in areas outside of airports	As per plan	30%	7.50%		
Total					100%	25.00%		
OVERALL WEIGHT					25%			
FINANCE (Overall weight 45%)	RESOURCES	KPI-2 Localization	Maintain Saudization - target: 70%	As per HR Man power Report	40%	4.00%		
			Rapid development programs for N1, N2, & N3 Levels	As per Training records	15%	1.50%		
			Leadership training	As per Training records	10%	1.00%		
SUSTAINABILITY	PEOPLE (Overall weight 10%)	KPI-3 Succession plan	Implementation of a Mentorship Program	As per Training records	10%	1.00%		
			Funded Professional Certification	As per Training records	5%	0.50%		
			Staff Survey Results - target 75%	As per Survey results	20%	2.00%		
MONETIZATION	OVERALL WEIGHT	KPI-4 Employee			100%	10.00%		
					10%			
					10%			
KPI-5 Financial Performance	OVERALL WEIGHT	KPI-5 Financial Performance	Cost reduction by 20%	As per FIN report	100%	45.00%		
					100%	45.00%		
					45%			
KPI-6 OPS Logistics Service Levels	OVERALL WEIGHT	KPI-6 OPS Logistics Service Levels	Order Picking and Processing Accuracy on a daily basis.	As per Monthly report	30%	6.00%		
			Obtain 95% Inventory accuracy measured monthly.	As per Monthly report	25%	5.00%		
			Obtain daily, 99% accuracy for receipt, picking and dispatching.	As per Monthly report	25%	5.00%		
KPI-7 Customer Satisfaction Survey	OVERALL WEIGHT	KPI-7 Customer Satisfaction Survey	Satisfaction Measurement Levels (Customer Survey): Logistics customers-Target: 96	As per Survey results	20%	4.00%		
					100%	20.00%		
					20%			
Total					100.00%			

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