

## Logistics Healthcare KPI 2024

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Area	Strategy Segment	KPI No.	Description		Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target		
OPERATIONS (Overall weight 20%)	SUSTAINABILITY	KPI-1	Quality	Maintain current TAPA certificates	Quality Certificates	25%	6.25%	100.00%		
				Maintain current EHS certificate	Quality Certificates	25%	6.25%	100.00%		
				Maintain current WHO accreditation	Quality Certificates	25%	6.25%	100.00%		
				Implement BCDR	Quality Certificates	25%	6.25%	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		45.00%
		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%	6.00%	100.00%
Obtain 99% Inventory accuracy yearly measured .	As per Monthly report					30%	6.00%	100.00%		
Obtain daily, 99% accuracy for receipt, picking and dispatching.	As per Monthly report					30%	6.00%	100.00%		
KPI-7	Customer Satisfaction Survey			Satisfaction Measurement Levels (Customer Survey): to achieve 96% satisfaction	As per Survey results	10%	2.00%	100.00%		
Total					100%	20.00%				
OVERALL WEIGHT					20%					
					100.00%					

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