

Logistics Healthcare KPI 2024								
Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target	
KPI-1 Quality	SUSTAINABILITY	KPI-2 Localization	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%	
		Total	Implement BCDR	Quality Certificates	25%	6.25%	100.00%	
OVERALL WEIGHT					100%	25.00%		
OVERALL WEIGHT					25%			
KPI-3 Succession plan	PEOPLE RESOURCES	KPI-2 Localization	Maintain Saludization - target: 70%	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 Employee	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%	
KPI-5 Financial Performance	FINANCE MONETIZATION	KPI-3 Succession plan	Funded Professional Certification	As per Training records	5%	0.50%	100.00%	
			Staff Survey Results - target 75%	As per Survey results	20%	2.00%	100.00%	
			Total		100%	10.00%		
		OVERALL WEIGHT			10%			
KPI-6 OPS Logistics Service Levels	CUSTOMERS SUSTAINABILITY	KPI-5 Financial Performance	Cost reduction by 20%	As per FIN report	100%	45.00%	100.00%	
			Total		100%	45.00%		
			OVERALL WEIGHT		45%			
		OVERALL WEIGHT						
KPI-7 Customer Satisfaction Survey	CUSTOMERS 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%	
			Satisfaction Measurement Levels (Customer Survey): to achieve 96% satisfaction	As per Survey results	10%	2.00%	100.00%	
KPI-7 Customer Satisfaction Survey	CUSTOMERS SUSTAINABILITY	Total			100%	20.00%		
		OVERALL WEIGHT			20%			
100.00%								

Prepared By


Omar Bin Waber
Director-Operation

Reviewed By


Mohammed Bhaiyat
Director-QRM

Approved By


Eng. Majeed Alesmail
Managing Director