## Appendix 1 – Matrix of Key Performance Indicators

<table>
<thead>
<tr>
<th>Process/Owner</th>
<th>Performance indicator</th>
<th>Aimed value of indicator</th>
<th>Reference target</th>
<th>Measuring frequency</th>
<th>Indicator value</th>
<th>Record for monitoring process indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Comment [9A1]: Write in the name of process and person responsible for process.]

- [Comment [9A2]: ]
- [Comment [9A3]: E.g. Warehousing process/Warehouse Manager]
- [Comment [9A4]: ]
- [Comment [9A5]: E.g. Max 2% of non-conforming stored products of total number of stored products.]
- [Comment [9A6]: ]
- [Comment [9A7]: E.g. twice a year]
- [Comment [9A8]: E.g. 1.35%]
- [Comment [9A9]: ]

[signature]

**Procedure for Management Review / Appendix 1** – Matrix of Key Performance Indicators

©2014 This template may be used by clients of EPPS Services Ltd. www.9001academy.com in accordance with the License Agreement.