

[organization name]

Appendix 1 – Matrix of Key Performance Indicators

| Process/Owner | Key Performance Indicator | Target value of indicator | Measurement Unit | Measuring Frequency | Indicator value | Responsible Supporting process |
|---------------|---------------------------|---------------------------|------------------|---------------------|-----------------|--------------------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Commented [16A1]: Write in the name of process and person responsible for process.

Commented [16A3]: E.g. Warehousing process/Warehouse Manager

Commented [16A2]: Criteria for determining process

Commented [16A4]: E.g.

Commented [16A5]: E.g. Max 2% of nonconforming stored products of total number of stored products.

Commented [16A6]: E.g. Max 2% of nonconforming stored products of total number of stored products.

Commented [16A7]: E.g.

Commented [16A8]: E.g.

Commented [16A9]: E.g.

[job title]

[name]

[signature]