

[organization name]

## Appendix 1 – Matrix of Key Performance Indicators

| Process/Owner                              | Indicator                       | Aimed value of indicator | Measurement unit      | Measuring frequency | Target    | Record    |
|--|---------------------------------|--------------------------|-----------------------|---------------------|-----------|-----------|
| E.g. Warehousing process/Warehouse Manager | E.g. Number of orders processed | E.g. 1000 orders         | E.g. Number of orders | E.g. twice a year   | E.g. 1000 | E.g. 1000 |
|  |                                 |                          |                       |                     |           |           |
|  |                                 |                          |                       |                     |           |           |
|  |                                 |                          |                       |                     |           |           |
|  |                                 |                          |                       |                     |           |           |

**Commented [AS91001]:** Write in the name of process and person responsible for process.

**Commented [AS91002]:** Criteria for determining process effectiveness defined by person responsible for process in consultations with CEO.

**Commented [AS91003]:** This row is an example. Change for the needs of the KPIs.

[job title]

[name]

\_\_\_\_\_  
[signature]