

[organization name]

Appendix 1 – Matrix of Key Performance Indicators

Process/Owner	Performance indicator	Aimed value of indicator	Measurement Unit	Measuring Frequency	Indicator value	Method for measuring process indicator

Commented [AES1]: Write in the name of the process and the owner of the process.

Commented [AES2]: E.g., 10% of aimed value or 0 tolerance.

Commented [AES3]: E.g., twice a year

Commented [AES4]: E.g., 1.35%

Commented [AES5]: E.g., Registry of Nonconformities

[job title]

[name]

[signature]

Commented [AES6]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.