

[organization name]

Appendix 1 – Matrix of Key Performance Indicators

Process/Owner	Performance indicator	Measurement Unit	Measurement Method	Measurement Frequency	Measurement Period	Record for

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

Commented [9A2]: Criteria for determining process

Commented [9A3]: E.g. Warehousing process/Warehouse Manager.

Commented [9A4]: E.g. Number of non-conformities incurred during warehousing process.

Commented [9A5]: E.g. Max 2% of non-conforming stored

Commented [9A6]: E.g. 10% of aimed value or 0 tolerance.

Commented [9A7]: E.g. twice a year

Commented [9A8]: E.g. 1.35%

Commented [9A9]: E.g. Registry of Non-conformities

[job title]

[name]

[signature]