

**Key Performance Indicators**

**Annual evaluation**

**Evaluation period**

PROCESS	Key Performance Indicator (KPI)	TARGET	RESPONSIBLE TO MONITOR	RESULTS					TARGET ACCOMPLISHED (y/n)	CORRECTIVE ACTION REQUIRED
				Q1	Q2	Q3	Q4	ANNUAL RESULT		
LP1 - STRATEGIC PLANNING	Approval of targets and objectives	Before the next management review	HACCP Team Coordinator							
LP2 - COMMITMENT & RESPONSIBILITIES	Close corrective actions	According to schedule	HACCP Team Coordinator							
LP3 - MANAGEMENT REVIEW	Number of mnagement reviews	At least once annually	HACCP Team Coordinator							
OP1 - PLANNING OF PRODUCT REALISATION	Production schedule	Prepared at least one week prior to production date	Production Manager							
OP2 - SUPPLIERS AND CONTRACTORS	Number of complaints to suppliers/contractors	<2 complaints related to food safety per supplier/contractor annually	HACCP Team Coordinator							
OP3 - PRODUCT REALISATION	Deviations from CCPs /OPRPs	No deviation from CCPs / OPRPs	HACCP Team Coordinator							
OP3 - PRODUCT REALISATION	Number of non conformities	<2 Critical <5 Minor	HACCP Team Coordinator							
OP4 - CUSTOMER / CONSUMER MANAGEMENT	Number of complaints from consumers / customers	<10 complaints related to food safety annually	HACCP Team Coordinator							
SP1 - RESOURCES & INFRASTRUCTURE	Calibration of critical equipment	At least once annually	HACCP Team Coordinator							
SP1 - RESOURCES & INFRASTRUCTURE	Assessment of training gaps	At least once annually	HACCP Team Coordinator							
SP2 - MONITORING & MEASUREMENT	Use of calibrated equipment	For all monitoring / measurement activities	HACCP Team Coordinator							
SP3- DOCUMENTATION CONTROL	Backup of electronic records	Once per month	IT Manager							
SP4 - INCIDENT MANAGEMENT	Number of incidents related to food safety	0	HACCP Team Coordinator							

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QA Mgr