**分** Home

☐ All Processes

몫 Mind Map

Balanced Scorecard

Risk Management

Antonio Ardigo Process Manager

[→ Logout

**Balanced Scorecard** 

Strategic goals and performance metrics for operational excellence

Financial

Performance Overview

10

Processes

Customer

Performance Overview

6

Processes

Internal Process

Performance Overview

26

Processes

**Learning & Growth** 

Performance Overview

5

Ω `

Processes

Q Search processes...

**Strategic Goals** 

Goals across all OE elements with element and scorecard relationships

Local Supplier Development

OE 5: Strategic Localization

Customer

High

Increase percentage of materials and services sourced from local suppliers to support community development

Current: 45%

Target: 65%

Related Performance Measures

Initiative Approval Rate

Process OE-5.2

Localization Initiatives Identification, Prioritization and Approval (Toll Gate) •

Target: 60%-80%

Scorecard: Customer

OE 5: Strategic Localization Customer Medium

Establish and expand community development programs and local infrastructure support

Current: 1M\$ Target: 3M\$

Related Performance Measures

Initiative Approval Rate Process OE-5.2

Localization Initiatives Identification, Prioritization and Approval (Toll Gate) • Target: 60%-80%

Scorecard: Customer

**Reduce Capital Expenditure** <u> 1</u> OE 4: Asset Management Financial Optimize asset procurement and reduce unnecessary capital investments while maintaining operational standards Target: 80% Current: 85% Related Performance Measures Asset Valuation Accuracy Process OE-4.5 Asset Portfolio Financial Assessment • Target: ≥85% Scorecard: Financial **Budget Management** Process OE-4.1 Design, Procurement, and Construction • Target: > 95% Scorecard: Financial **CAPEX ROI Performance** Process OE-4.4 Asset Portfolio Health Assessment & CAPEX Prioritization • Target: ≥15% ROI Scorecard: Financial Portfolio Financial Performance Process OE-4.5 Asset Portfolio Financial Assessment • Target: ≥1.2 ratio Scorecard: Financial Process Improvement ROI Process OE-4.7 Production Process Improvement (Low Capex) • Target: ≥300% ROI Scorecard: Financial Process OE-4.8 Upgrade Payback Period Production Upgrades • Target: ≤36 months Scorecard: Financial

ASSECTION IMPROVEMENT OE 4: Asset Management (Financial) High Increase return on investment for major assets through improved utilization and lifecycle management Current: 12% Target: 15% **Related Performance Measures** Process OE-4.5 Asset Valuation Accuracy Asset Portfolio Financial Assessment • Target: ≥85% Scorecard: Financial **Budget Management** Process OE-4.1 Design, Procurement, and Construction • Target: > 95% Scorecard: Financial Process OE-4.4 **CAPEX ROI Performance** Asset Portfolio Health Assessment & CAPEX Prioritization • Target: ≥15% ROI Scorecard: Financial Portfolio Financial Performance Process OE-4.5 Asset Portfolio Financial Assessment • Target: ≥1.2 ratio Scorecard: Financial Process Improvement ROI Process OE-4.7 Production Process Improvement (Low Capex) • Target: ≥300% ROI Scorecard: Financial Upgrade Payback Period Process OE-4.8 Production Upgrades • Target: ≤36 months Scorecard: Financial

Maniferiance Cost Neddellon Reduce total maintenance costs through predictive maintenance and efficient resource allocation Current: 2M\$ Target: 2M\$ **Related Performance Measures** Asset Valuation Accuracy Process OE-4.5 Asset Portfolio Financial Assessment • Target: ≥85% Scorecard: Financial **Budget Management** Process OE-4.1 Design, Procurement, and Construction • Target: > 95% Scorecard: Financial **CAPEX ROI Performance** Process OE-4.4 Asset Portfolio Health Assessment & CAPEX Prioritization • Target: ≥15% ROI Scorecard: Financial Portfolio Financial Performance Process OE-4.5 Asset Portfolio Financial Assessment • Target: ≥1.2 ratio Scorecard: Financial

Production Process Improvement (Low Capex) • Target: ≥300% ROI

Process OE-4.7

Process OE-4.8

Process Improvement ROI

Upgrade Payback Period

Production Upgrades • Target: ≤36 months

Scorecard: Financial

Scorecard: Financial

Equipment Nenability Improvement OE 4: Asset Management | (Internal Process ) High Achieve world-class equipment reliability through predictive maintenance and asset optimization Current: 92% Target: 96% Related Performance Measures Process OE-4.4 Asset Health Score Asset Portfolio Health Assessment & CAPEX Prioritization • Target: ≥80% Scorecard: Internal Process Asset Performance Score Process OE-4.2 Safe, Reliable, and Efficient Operations and Maintenance • Target: > 90% Scorecard: Internal Process Asset Reliability Index Process OE-4.2 Safe, Reliable, and Efficient Operations and Maintenance • Target: < 2% Scorecard: Internal Process Design Quality Index Process OE-4.1 Design, Procurement, and Construction • Target: < 5% Scorecard: Internal Process **Design Quality Index** Process OE-4.1 Design, Procurement, and Construction • Target: ≥90% Scorecard: Internal Process **Emergency Response Time** Process OE-4.6 Asset Emergency Response • Target: ≤30 minutes Scorecard: Internal Process Process OE-4.7 Implementation Success Rate Production Process Improvement (Low Capex) • Target: ≥85% Scorecard: Internal Process Process OE-4.2 Maintenance Cost Efficiency Safe, Reliable, and Efficient Operations and Maintenance • Target: < 4% annually

Safe, Reliable, and Efficient Operations and Maintenance • Target: > 2000 hours

Safe, Reliable, and Efficient Operations and Maintenance • Target: ≥85%

Safe, Reliable, and Efficient Operations and Maintenance • Target: ≥ 85%

Safe, Reliable, and Efficient Operations and Maintenance • Target: > 95%

Process OE-4.2

Process OE-4.2

Process OE-4.2

Process OE-4.2

Process OE-4.3

Process OE-4.1

Scorecard: Internal Process

Planning • Target: ≥90% Scorecard: Internal Process

**Procurement Cost Performance** 

Planning Accuracy

Planned Maintenance Compliance

Mean Time Between Failures (MTBF)

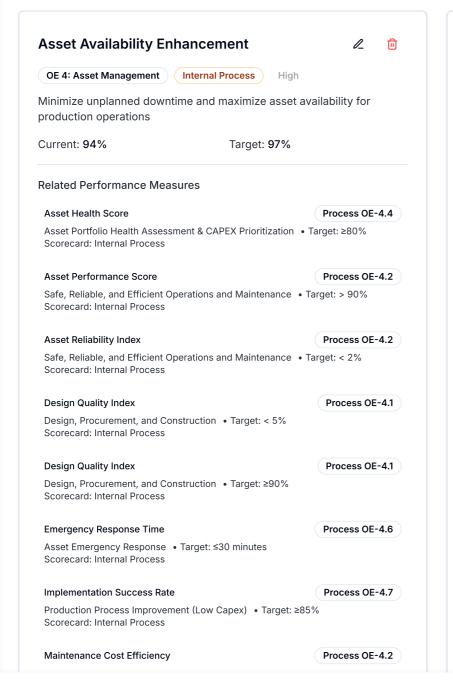
Overall Equipment Effectiveness (OEE)

Overall Equipment Effectiveness (OEE)

Production Upgrades • Target: ≥20% increase Scorecard: Internal Process Process OE-4.6 Recovery Time Objective (RTO) Asset Emergency Response • Target: ≤24 hours Scorecard: Internal Process Resource Utilization Efficiency Process OF-4.3 Planning • Target: ≥85% Scorecard: Internal Process Safety Incident Rate Process OF-4.2 Safe, Reliable, and Efficient Operations and Maintenance • Target: ≤0.3 incidents Scorecard: Internal Process Supplier Performance Rating Process OE-4.1 Design, Procurement, and Construction • Target: > 4.0/5.0 Scorecard: Internal Process

Process OE-4.8

**Production Capacity Increase** 



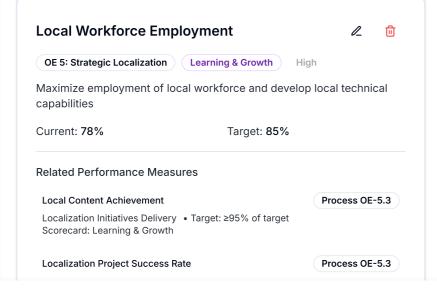






Design Quality Index	Process OE-3.2
Plants Under Design • Target: ≤5 issues per project Scorecard: Internal Process	
Design Schedule Performance	Process OE-3.2
Plants Under Design • Target: ≥95% Scorecard: Internal Process	
Environmental Compliance Rate	Process OE-3.9
Decommissioning Analysis • Target: 100% Scorecard: Internal Process	
Mobile Unit Availability	Process OE-3.12
Mobile Units Management • Target: ≥95% Scorecard: Internal Process	
Mobile Unit Utilization Rate	Process OE-3.12
Mobile Units Management • Target: ≥85% Scorecard: Internal Process	
Production Variance	Process OE-3.7
Budget & Actual Production Data • Target: $\geq$ -5% to +10% Scorecard: Internal Process	
Safety Incident Rate	Process OE-3.3
Plants Under Construction • Target: ≤0.5 incidents Scorecard: Internal Process	
Upgrade Cost Performance	Process OE-3.6
Plant Upgrades Management • Target: ≤105% Scorecard: Internal Process	
Harris Britan Barres	Process OE-3.6
Upgrade Project Success Rate	

**Design Quality Index** Process OE-3.2 Plants Under Design • Target: ≤5 issues per project Scorecard: Internal Process Process OE-3.2 Design Schedule Performance Plants Under Design • Target: ≥95% Scorecard: Internal Process Process OE-3.9 **Environmental Compliance Rate** Decommissioning Analysis • Target: 100% Scorecard: Internal Process Process OE-3.12 Mobile Unit Availability Mobile Units Management • Target: ≥95% Scorecard: Internal Process Mobile Unit Utilization Rate Process OE-3.12 Mobile Units Management • Target: ≥85% Scorecard: Internal Process **Production Variance** Process OE-3.7 Budget & Actual Production Data • Target: ≥-5% to +10% Scorecard: Internal Process Safety Incident Rate Process OE-3.3 Plants Under Construction • Target: ≤0.5 incidents Scorecard: Internal Process Upgrade Cost Performance Process OE-3.6 Plant Upgrades Management • Target: ≤105% Scorecard: Internal Process Upgrade Project Success Rate Process OE-3.6 Plant Upgrades Management • Target: ≥90% Scorecard: Internal Process



## **OE Element 1: Transition Plan**

WSM Transition Plan

## **III** Process Performance Measures

Financial

#### **Budget Variance**

TP-003

From: Resource Allocation and Management

Target: ≤ 10% variance from approved budget

Frequency: Monthly

Formula: (Actual Spend - Budgeted Spend) / Budgeted Spend \* 100

Customer

#### **Board Satisfaction Score**

TP-005

**Communication Reach Rate** 

Stakeholder Alignment Score TP-001

From: Board Governance and Approval Framework

Target: ≥ 4.0 out of 5.0 satisfaction score

Frequency: Quarterly

Formula: Average Board Member Satisfaction Rating with Governance Process

From: Change Management and Communication

Target: ≥ 90% reach rate for critical communications

Frequency: Weekly

Formula: Number of Stakeholders Receiving Key Messages / Total Target Stakeholders \* 100

From: Transition Planning and Strategy Development

Target: ≥ 4.0 out of 5.0 average alignment score

Frequency: Bi-weekly

Formula: Sum of Stakeholder Agreement Ratings / Number of Key Stakeholders

Internal Process

## **Board Approval Timeline**

TP-001

From: Transition Planning and Strategy Development Target: ≤ 5% variance from planned timeline

Frequency: Monthly

Formula: (Actual Approval Date - Planned Approval Date) / Planned Duration \* 100

**Board Decision Timeliness** 

From: Board Governance and Approval Framework

Target: ≤ 14 days average decision time

Frequency: Monthly

Formula: Average Days from Proposal Submission to Board Decision

**Committee Decision Velocity** 

TP-006

From: Committee Formation and Management

Target: ≤ 7 days average decision time

Frequency: Monthly

Formula: Average Days from Issue Identification to Committee Decision

Committee Effectiveness Score

TP-006

From: Committee Formation and Management

Target: ≥ 3.5 out of 5.0 effectiveness score

Frequency: Monthly

Formula: Weighted Average of Committee Performance Indicators

Crisis Preparedness Score

From: Risk Management and Mitigation Framework Target: ≥ 4.0 out of 5.0 preparedness score

Frequency: Quarterly

Formula: Weighted Average Readiness Score Across All Crisis Scenarios

Critical Path Adherence

TP-004

From: Timeline Management and Milestone Tracking

Target: ≤ 2 days variance from critical path Frequency: Daily

Formula: Days Ahead/Behind Critical Path Schedule

**Enabler Readiness Score** 

From: Enabling Factors and Critical Success Factors Management

Target: ≥ 80% enabler readiness at each milestone

Frequency: Weekly

Formula: Number of Ready Enablers / Total Required Enablers \* 100

**Governance Compliance Rate** 

TP-005

TP-002

TP-005

TP-008

From: Board Governance and Approval Framework

Target: ≥ 98% compliance rate

Frequency: Monthly

Formula: Number of Compliant Governance Activities / Total Governance Activities \*

Milestone On-Time Completion Rate

TP-004

From: Timeline Management and Milestone Tracking

Target: ≥ 90% on-time completion rate

Frequency: Weekly

Formula: Number of Milestones Completed On-Time / Total Milestones \* 100

Resource Conflict Resolution Time

TP-003

TP-007

TP-003

**Risk Identification Completeness** 

TP-008

From: Resource Allocation and Management

Target: ≤ 3 days average resolution time

Frequency: Monthly

Resource Utilization Rate

From: Resource Allocation and Management

Target: ≥ 85% utilization rate for critical resources Frequency: Weekly

From: Risk Management and Mitigation Framework

Target: ≥ 85% proactive identification rate

Frequency: Monthly

Risk Mitigation Effectiveness TP-008
From: Risk Management and Mitigation Framework

From: RISK Management and Mitigation Framework

Frequency: Monthly

Formula: Average Percentage Reduction in Risk Impact Through Mitigation

Risk Response Time TP-008

From: Risk Management and Mitigation Framework

Target: ≤ 5 days average response time for high risks

Frequency: Weekly

TP-001

TP-007

TP-002

OE-3.7

Formula: Average Days from Risk Identification to Mitigation Action Initiation

Schedule Risk Indicator

From: Timeline Management and Milestone Tracking

Target: ≤ 15% high-risk schedule items

Frequency: Weekly

TP-007

TP-002

OE-3.9

OE-3.11

Formula: Number of High-Risk Schedule Items / Total Schedule Items \* 100

Strategy Development Completeness

Target: ≥ 60% average impact reduction

From: Transition Planning and Strategy Development

Target: ≥ 95% completeness by milestone dates

Frequency: Weekly

Formula: Number of Strategy Components Completed / Total Required Components \*

100

Success Factor Achievement Rate

From: Enabling Factors and Critical Success Factors Management

Target: ≥ 85% achievement rate by transition completion

Frequency: Monthly

Formula: Number of Achieved Success Factors / Total Critical Success Factors \* 100

Learning & Growth

Capability Maturity Index

From: Enabling Factors and Critical Success Factors Management

Target: ≥ 3.0 out of 5.0 average maturity score

Frequency: Monthly

Formula: Weighted Average Maturity Score Across All Capability Areas

Change Readiness Index

From: Change Management and Communication

Target: ≥ 3.5 out of 5.0 organizational readiness

Frequency: Monthly

Formula: Weighted Average of Readiness Indicators Across Organization

Member Participation Rate

TP-006

TP-004

From: Committee Formation and Management

Target: ≥ 85% average attendance rate

Frequency: Monthly

Formula: Average Attendance Rate Across All Committees

**Training Completion Rate** 

From: Change Management and Communication

Target:  $\geq$  95% completion rate within scheduled timeframe

Frequency: Weekly

Formula: Number of Employees Completing Required Training / Total Target

Employees \* 100

**OE Element 3: Purification Plant Operation Processes** 

Comprehensive plant management system covering all aspects of plant operations from data input and design through construction, operations, financial management, and decommissioning. Includes strategic planning, clustering analysis, mobile units, and operational excellence programs.

**Process Performance Measures** 

Financial

**Budget Accuracy** 

From: Budget & Actual Production Data

Target: ≥85% Frequency: Quarterly

Formula: Percentage of budget categories within ±10% of actual

Decommissioning Cost Accuracy

From: Decommissioning Analysis

Target: 90%-110% Frequency: Per Project

Formula: (Actual decommissioning costs / Estimated costs)  $\times$  100

P&L Accuracy

OE-3.13

From: Plant Profit & Loss Statements

Target: ≥95% Frequency: Monthly

Formula: Percentage of P&L line items within  $\pm 2\%$  of actual

Reporting Timeliness OE-3.13

From: Plant Profit & Loss Statements

Target: ≤5 business days

Frequency: Monthly

Formula: Number of days after month-end to complete P&L

Water Cost Optimization

From: Water Purchase Agreement Management

Target: ≥3% cost reduction

Frequency: Quarterly

Formula: Cost savings achieved through agreement negotiations

**Employee Engagement Score** 

From: Operational Excellence Program

OE-3.10

**OE Initiative Success Rate** 

From: Operational Excellence Program

OE-3.10

**Decision Timeline** OE-3.4 Model Selection Accuracy OE-3.4 From: Operating Model Selection From: Operating Model Selection Target: ≤30 days Target: ≥85% Frequency: Monthly Frequency: Quarterly Formula: Average time from analysis to operating model selection Formula: Percentage of operating model selections meeting performance targets Internal Process Agreement Compliance Rate OE-3.11 **Cluster Optimization Rate** OE-3.8 **Clustering Efficiency** From: Water Purchase Agreement Management From: Clustering Management From: Clustering Management Target: ≥98% Target: ≥3 optimizations Target: ≥\$500K per quarter Frequency: Monthly Frequency: Monthly Frequency: Quarterly Formula: Percentage of water purchase agreements meeting all terms Formula: Number of optimization opportunities identified and implemented Formula: Total cost savings achieved through clustering **Construction Progress** OE-3.3 **Data Entry Accuracy Rate** OE-3.1 **Data Entry Timeliness** From: Plants Under Construction From: Plant Data Input From: Plant Data Input Target: ≥90% Target: ≥99.5% Target: ≤2 hours Frequency: Weekly Frequency: Daily Frequency: Weekly Formula: (Actual construction completion / Planned completion) × 100 Formula: (Accurate data entries / Total data entries) × 100 Formula: Average time from data collection to system entry OE-3.5 OE-3.5 **Data Update Frequency Database Completeness Design Quality Index** From: Plant Database From: Plant Database From: Plants Under Design Target: ≥95% Target: ≤5 issues per project Target: ≥90% Frequency: Weekly Frequency: Monthly Frequency: Per Project Formula: Percentage of data updated within specified timeframes Formula: (Populated data fields / Total required fields) × 100 Formula: Number of design issues identified in review OE-3.2 OE-3.9 **Design Schedule Performance Environmental Compliance Rate** Mobile Unit Availability From: Plants Under Design From: Mobile Units Management From: Decommissioning Analysis Target: ≥95% Target: 100% Target: ≥95% Frequency: Per Project Frequency: Monthly Frequency: Weekly Formula: (Actual design completion / Planned design completion) × 100 Formula: Percentage of decommissioning projects meeting all environmental Formula: Percentage of time units are available for operation requirements OE-3.12 OE-3.7 Mobile Unit Utilization Rate **Production Variance** Safety Incident Rate From: Mobile Units Management From: Budget & Actual Production Data From: Plants Under Construction Target: ≥85% Target: ≥-5% to +10% Target: ≤0.5 incidents Frequency: Monthly Frequency: Monthly Frequency: Monthly Formula: (Operational hours / Available hours) × 100 Formula: (Actual production - Budgeted production) / Budgeted production × 100 Formula: Number of safety incidents per 200,000 work hours **Upgrade Cost Performance** OE-3.6 **Upgrade Project Success Rate** OE-3.6 From: Plant Upgrades Management From: Plant Upgrades Management Target: ≤105% Target: ≥90% Frequency: Per Project Frequency: Quarterly Formula: (Actual costs / Budgeted costs) × 100 Formula: (Successful upgrades / Total upgrade projects) × 100 Learning & Growth

OE-3.8

OE-3.1

OE-3.2

OE-3.12

OE-3.3

Formula: Percentage of employees actively participating in UE activities

Formula: (Completed OE Initiatives / Total planned Initiatives) × 100

# **OE Element 4: Asset Management**

Asset Management refers to processes, practices, disciplines and systems applied to ensure that performance-critical assets (i.e., facilities, systems, and equipment) are designed, fabricated, constructed, operated, inspected, and maintained to ensure high levels of operational reliability, integrity, and efficiency consistent with performance objectives in all Focus Areas, throughout the asset lifecycle.

## **Li** Process Performance Measures

Financial

## Asset Valuation Accuracy OE-4.5

From: Asset Portfolio Financial Assessment

Target: ≥85%

Frequency: Semi-annually

Formula: Percentage of asset valuations within ±10% of market value

## Budget Management

From: Design, Procurement, and Construction

Target: > 95%

Frequency: Quarterly

Formula: Projects within budget / Total projects completed × 100%

## CAPEX ROI Performance

OE-4.4

From: Asset Portfolio Health Assessment & CAPEX Prioritization

Target: ≥15% ROI

Frequency: Annually

OE-4.1

OE-4.7

OF-4.1

OE-4.2

OE-4.1

OE-4.2

Formula: Return on Investment for approved CAPEX projects

## Portfolio Financial Performance

From: Asset Portfolio Financial Assessment

Target: ≥1.2 ratio Frequency: Quarterly

Formula: Total portfolio revenue / Total portfolio investment

## Process Improvement ROI

From: Production Process Improvement (Low Capex)

Target: ≥300% ROI

Frequency: Per Project

OE-4.5

OE-4.1

OE-4.4

OE-4.1

OE-4.7

Formula: (Savings achieved / Investment made) × 100

## Upgrade Payback Period

OE-4.8

From: Production Upgrades

Target: ≤36 months Frequency: Per Project

Formula: Time required to recover upgrade investment through increased production

Customer

## **Commissioning Success Rate**

From: Design, Procurement, and Construction

Target: > 90% Frequency: Monthly

Formula: Successful first-time commissioning / Total commissioning activities  $\ensuremath{\mathsf{x}}$ 

100%

#### **Project Delivery Time**

From: Design, Procurement, and Construction

Target: < 12 months for major projects

Frequency: Quarterly

Formula: Average time from project initiation to commissioning completion (months)

Internal Process

## Asset Health Score

From: Asset Portfolio Health Assessment & CAPEX Prioritization

Target: ≥80% Frequency: Quarterly

Formula: Weighted average health score across asset portfolio

## Asset Performance Score

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: > 90%

Frequency: Monthly

Formula: Weighted average of reliability, availability, and efficiency metrics

## Asset Reliability Index

OE-4.2

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: < 2%

Frequency: Monthly

Formula: Unplanned downtime hours / Total operating hours  $\times\,100\%$ 

Design Quality Index

From: Design, Procurement, and Construction

Target: < 5%
Frequency: Monthly

Formula: Design changes during construction / Total design documents  $\times$  100%

## Design Quality Index

From: Design, Procurement, and Construction

Target: ≥90%

Frequency: Monthly

Formula: Percentage of designs passing first-time review

# Emergency Response Time

OE-4.6

From: Asset Emergency Response

Target: ≤30 minutes

Frequency: Per Incident

Formula: Average time from incident notification to response team arrival  $% \left( 1\right) =\left( 1\right) \left( 1\right)$ 

Implementation Success Rate

From: Production Process Improvement (Low Capex)

Target: ≥85%

Maintenance Cost Efficiency

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: < 4% annually

## Mean Time Between Failures (MTBF)

OE-4.2

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: > 2000 hours

## Overall Equipment Effectiveness (OEE)

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: ≥85% Frequency: Daily

Formula: Availability × Performance × Quality

#### Overall Equipment Effectiveness (OEE)

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: ≥ 85% Frequency: Daily

OE-4.2

OE-4.3

OE-4.6

OE-4.1

Formula: (Availability × Performance × Quality) × 100%

#### Planned Maintenance Compliance

OE-4.2

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: > 95% Frequency: Weekly

OE-4.2

OE-4.1

OE-4.3

Formula: Completed planned maintenance / Scheduled planned maintenance × 100%

## **Planning Accuracy**

From: Planning Target: ≥90% Frequency: Monthly

Formula: (Actual outcomes / Planned outcomes) × 100

## **Procurement Cost Performance**

From: Design, Procurement, and Construction

Target: ≥2% savings Frequency: Per Project

Formula: (Budgeted cost - Actual cost) / Budgeted cost × 100

### **Production Capacity Increase**

OE-4.8

From: Production Upgrades

Target: ≥20% increase Frequency: Per Project

Formula: Percentage increase in production capacity after upgrade

### Recovery Time Objective (RTO)

From: Asset Emergency Response

Target: ≤24 hours Frequency: Per Incident

Formula: Time to restore asset to operational status after emergency

### Resource Utilization Efficiency

From: Planning

Target: ≥85% Frequency: Weekly

Formula: Percentage of planned resources effectively utilized

### Safety Incident Rate

OE-4.2

From: Safe, Reliable, and Efficient Operations and Maintenance

Target: ≤0.3 incidents Frequency: Monthly

Formula: Number of safety incidents per 200,000 work hours

## **Supplier Performance Rating**

From: Design, Procurement, and Construction

Target: > 4.0/5.0Frequency: Quarterly

Formula: Sum of supplier performance ratings / Number of active suppliers

# **OE Element 5: Strategic Localization**

Strategic Localization refers to the systematic approach for developing, implementing, and managing localization initiatives that enhance local capabilities, promote knowledge transfer, and build sustainable local partnerships to support WSM operational excellence and business objectives.

## **III** Process Performance Measures

## Customer

## **Initiative Approval Rate**

OE-5.2

From: Localization Initiatives Identification, Prioritization and Approval (Toll Gate)

Target: 60%-80% Frequency: Quarterly

Formula: (Approved initiatives / Submitted initiatives)  $\times$  100

#### Internal Process

## **Database Update Frequency**

OE-5.1

Information Collection Completeness From: Localization Initiatives Information Collection & Database

Target: ≥95% Frequency: Monthly

Formula: (Collected data points / Total required data points) × 100

## Toll Gate Process Efficiency

OE-5.1

OE-5.2

From: Localization Initiatives Identification, Prioritization and Approval (Toll Gate)

Target: ≤30 days Frequency: Monthly

Target: ≥90%

Frequency: Weekly

Formula: Percentage of information updated within specified timeframes

From: Localization Initiatives Information Collection & Database

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