

TABLERO DE OBJETIVOS DE CALIDAD 2016

| INDICADOR | META | PARAMETROS | MES | | | | | | | | | | | | ACUMULADO ANUAL |
|--|------------|----------------|------|------|------|------|------|-----|-----|-----|-----|-----|-----|-----|-----------------|
| | | | ENE | FEB | MAR | ABR | MAY | JUN | JUL | AGO | SEP | OCT | NOV | DIC | |
| Lograr la satisfacción de nuestros clientes. | 80% minimo | ≥ 80% | 76% | 87% | 87% | 83% | 84% | | | | | | | | 83% |
| | | 70% - 79% | | | | | | | | | | | | | |
| | | ≤69% | | | | | | | | | | | | | |
| Capacitación | 80% anual | ≥80% | 100% | 100% | 100% | 100% | 100% | | | | | | | | 100% |
| | | De 61% a 79.9% | | | | | | | | | | | | | |
| | | ≤60% | | | | | | | | | | | | | |
| Aumento de Facturación Total a través de Ventas. | 25% anual | ≥ 22% | 30% | 25% | 31% | 30% | 33% | | | | | | | | 37.3% |
| | | 18% - 21% | | | | | | | | | | | | | |
| | | ≤ 17 % | | | | | | | | | | | | | |