KPIs report – PharmaXcess

1. General usage

KPI	Description	Target
Number of prescriptions scanned	Prescriptions scanned	> 100 / week (beta phase)
Number of dispenser pickups	Prescriptions collected	> 80% of validated prescriptions
Daily usage rate	% of users active per day	> 30%

2. Technical performance

KPI	Description	Target
Avg. prescription validation time	Time to validate a prescription	< 5 minutes
Distribution failure rate	Valid prescription but dispensing failed	< 5%
Critical bugs reported	Blocking bugs per week	0 / week

3. Quality & accuracy

KPI	Description	Target
Prescription recognition rate	Auto-recognized prescriptions (OCR success)	> 90%
Pharmacist validation rate	% of prescriptions approved by pharmacists	> 95%
Blurry / rejected image rate	Requires resubmission	< 10%

4. User satisfaction

KPI	Description	Target
User satisfaction rating	Avg. post-use survey rating	> 4 / 5
Feedback form completion rate	% of users who left feedback	> 30%
Support requests	Support tickets or help needed / week	< 5 / week

5. Coverage & deployment

KPI	Description	Target
Active pharmacy partners	Pharmacies currently testing the solution	3 to 5 (by january)
Geographic coverage	Number of regions / cities	At least 2

6. Growth metrics (mid-term)

KPI	Description	Target
App downloads	Total downloads from app stores	+500 / quarter
Registered user accounts	Users with full profiles	+300 active users
Medications dispensed	Total quantity delivered	Tracked monthly