



# Key Performance Indicators

Scranton, Pennsylvania

## Financial KPIs:

- 1) Increase profits in East region
- 2) Stop selling products with negative profits
- 3) Close stores with negative profits

## Human resources KPI:

- 4) Reduce number of employees

## Customer satisfaction KPIs:

- 5) Reduce number of product returns
- 6) Improve speed of product delivery

Thank you !

