Key Performance Indicators (KPIs)

To ensure the successful completion of the project, the following KPIs will be monitored:

1. **Contract Completion Rate**

   - Percentage of contracts completed and signed on time.

2. **Order Processing Time**

   - Average time taken to process and confirm orders.

3. **Supplier On-time Delivery**

   - Percentage of shipments delivered by suppliers on schedule.

4. **Shipment Accuracy**

   - Percentage of shipments delivered without discrepancies.

5. **Invoice Processing Time**

   - Average time taken to generate and verify invoices.

6. **Financial Accuracy**

   - Accuracy of financial transactions and profitability calculations.

7. **Customer Satisfaction**

   - Customer satisfaction ratings based on feedback.

8. **Issue Resolution Time**

   - Average time taken to resolve any issues or discrepancies.