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Version: 2

“Beta T.B” OKRs

O1

Ensuring the safety of the shipped product until it reaches the customer.

KR1

Decrease in the percentage by 90% of returns the orders that arrive damaged, scratched, or don't do it's performance well due error in delivery method and that within 40 days.

KR2

Increasing feedback includes that the order arrived well and its quality remains good by 95% at least within 2 months.

KR3

An increase in the number of emails thanking the company for maintaining the quality of the product during shipping and not causing damage to it.

O2

The company makes sure that the service provided is the service required by the customer.

KR1

Get 97% of feedback that the customers are satisfied from the company's service within 40 days.

KR2

An increase in customers' use of the Beta.TB service by 20% within 4 months.

KR3

The company has obtained its previous reputation, which guarantees that the company provides the best shipping service and that through 8 months.

O3

The company ensures that the shipped order arrives on time with the customer.

KR1

Reduced order delays by 90% within 3 months.

KR2

Achieve 85% of order at the time and don't be late within 2 months.

KR3

87% of the feedback of the customers after the orders arrive include that their order arrived at time and that through 50 days.



O4

Arrive the order that was booked from a customer to its address not another.

KR1

Reduce the percentage of arriving order by wrong to another address by 86% within 4 months.

KR2

Reduce the number of customer complaints that the requested order did not arrive, but someone else did by 80% within 90 days.

KR3

Ensuring that all orders are arrived at the right address.