

# Business Excellence Consultancy

The objectives should be set in a way that aims to the enhancement of the quality of the processes, and products. Typical examples include

<b>Objective</b>	<b>Description</b>	<b>Target</b>	<b>Timeframe</b>
Customer Satisfaction	Increase in customer satisfaction index	By 10 % (from 90 to 95 %)	31 <sup>th</sup> Dec 2023
People performance	Improvement people engagement	By 20 % (60 To 75 %)	31 <sup>th</sup> Dec 2023
Operational cost	To reduce the operational cost in order to stay competitive in the market	5 % compared to last year	31 <sup>th</sup> Dec 2023
Inventory management	Revisit re-order levels in order to maintain adequate stocks and mitigate out of stock situation	100 % availability at all times	31 <sup>th</sup> Dec 2023

Participants: Management Representative, concerned deptt Head etc.

Dated: Feb 7, 2023