

Nr No	Obiective generale General objectives	Tinta Target
1	Mentinerea certificarii sistemelor de management calitate, mediu, sanatate si securitate ocupationala.	100%
	Maintaining HSEQ certifications	
2	Gradul de satisfactie a clientilor pe perioada unui an calendaristic.	FB≥75%
	Customer satisfaction over an interval of 1 year.	
3	Numarul de reclamatii raportat la milion RON productie vanduta pe perioada unui an calendaristic.	< 2
	Number of customer complaints per million RON goods/services sold over an interval of 1 year.	
4	Gradul de incadrare in termen, exprimat ca raportul intre numarul total al comenzilor interne(exclusiv stoc) livrate la termen si numarul total al comenzilor interne(exclusiv stoc) pe perioada unui an calendaristic.	≥70%
	On time delivery calculated as the number of internal work orders delivered on time divided by the total number work orders over an interval of 1 year.	
5	Accidente de mediu pe perioada unui an.	0
	Environment accidents over an interval of 1 year.	
6	Zero accidente de munca pe perioada unui an.	0
	Work accidents over an interval of 1 year.	
7	Incalcari ale legislatiei in vigoare pe perioada unui an.	0
	Breeches of legal requirements over an interval of 1 year.	
8	Amenzi primite la controalele efectuate de autoritati in domeniul protectiei mediului si al securitatii si sanatatii in munca pe perioada unui an.	0
	Fines from authorities in connection to environment, health and safety over an interval of 1 year.	

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