Examples of Operational Objectives (not an exhaustive list)

Workflow/Area	Objective	Performance Indicator
Health & Safety	• Health & Safety Officer/Rep	In place and trained
	• Zero incidents	0
Receiving	• Documentation, labelling, and tracking	Compliance to SOP and schedule
	• Dwell time	< 6 hours
	• Drenching	Compliance to SOP and schedule
Pre-sorting	• Waste/Total weight	%
	• Feedback to orchard/harvest teams	Poor fruit < set threshold
	• % packable fruit on the line	% of weight received > set threshold
Fruit Treatment	• Correct chemicals and dosages	Manual tests = 0 deviation maintained
	• Water pH correct	Manual tests = 0 deviation maintained
	• Cleaning schedule of machinery and brushes	Compliance to SOP and schedule
Grading and Sizing	• Automated grading set correctly	No deviation from standard
	• Fruit channeled to correct packing lines and cartons	Cartons packed per day/hour No delays
Packing	• Correct carton, cultivar, destination, and labelling	No deviations from standard No rework No rejections by internal and PPECB inspections
Maintenance and Asset Care	• 5S (discipline and neatness) introduced and maintained.	Self-audit by teams and supervisors.
	• Preventative maintenance	As per schedule and plan
	• Breakdown maintenance	< set tolerance. Ideally = 0.
	• SOP for all equipment	In place
Storage and Stock Management	• De-greening	Tracked, documented, FIFO SOP and climate control compliance
	• Inventory levels	On target
Logistics	• Delivered as scheduled	On schedule
	• No losses/damage on route	0 incidents
Whole packhouse: - **Key metrics**	• Export % = > target • Rejections = 0 • Productivity = carton per hour or equivalent • Operating costs =< target	

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