HOOK General Trading LLC
Year: 2026
Department: QC/HYGIENE DEPARTMENT
Effective Date: April 2026

1. Quality Objectives and KPI Monitoring

No.	Quality Objective	KPI / Target	Measurement Method	Frequency	Responsible Person	Target 2026	Actual Result	Status	Corrective Action / Remarks
1	Improve customer satisfaction	Customer complaints ≤ 2%	Complaint records	Monthly	QC / Hygiene Manager	≤ 2%			
2	Improve product quality	Product non-conformity ≤ 2%	Inspection records	Monthly	QC / Hygiene Manager	≤ 2%			
3	Ensure timely delivery	On-time delivery ≥ 95%	Delivery records	Monthly	Operations	≥ 95%			
4	Maintain food safety and hygiene	Hygiene compliance ≥ 95%	Inspection checklist	Monthly	QC / Hygiene Manager	≥ 95%			
5	Improve supplier performance	Approved supplier compliance ≥ 95%	Supplier evaluation	Quarterly	Purchasing / Hygiene Manager	≥ 95%			
6	Complete corrective actions	Actions closed within agreed time ≥ 95%	CAR/NCR records	Monthly	QC / Hygiene Manager	≥ 95%			
7	Employee competency	Required training completion = 100%	Training records	Quarterly	HR / Hygiene Manager	100 %			

8	Maintain equipment/calibration control	Calibration completed = 100%	Calibration records	As scheduled	QC / Hygiene Manager	100 %			
9	Improve internal audit performance	Audit findings closed within target ≥ 95%	Internal audit reports	Quarterly	QC / Hygiene Manager	≥ 95%			
10	Continual improvement	Minimum 3 improvement actions/year	Improvement records	Annually	Management / Hygiene Manager	≥ 3			

2. KPI Status

Status:
☐ Achieved
■ Partially Achieved
☐ Not Achieved

3. Monitoring and Review

KPI results shall be monitored and reviewed at defined intervals. Where a target is not achieved, the responsible department shall identify the reason, implement appropriate corrective action, and monitor its effectiveness.

KPI performance shall be reviewed during **Management Review Meetings** and used to identify opportunities for continual improvement.

4. Annual Review

Overall Objective Status: ☐ Achieved ■ Partially Achieved ☐ Not Achieved

Key Improvements Achieved

1. Improved product quality and reduced non-conformities through regular inspections and monitoring.
2. Strengthened cleaning, sanitation, and hygiene monitoring procedures.
3. Improved stock control, traceability, and proper product rotation using FIFO/FEFO.
4. Improved customer complaint handling and corrective action follow-up.
5. Strengthened supplier evaluation and monitoring.
6. Improved employee awareness through regular training and communication.
7. Improved documentation and record-keeping for QA/QC activities.
8. Strengthened internal inspections and corrective action monitoring.
9. Improved temperature monitoring and storage-condition controls.
10. Increased focus on continual improvement and compliance with company procedures.

Management Comments:

Management is satisfied with the progress achieved against the 2026 Quality Objectives and KPIs. The company has strengthened its quality, food safety, hygiene, stock control, documentation, and corrective action processes.

Management remains committed to maintaining compliance with applicable requirements, monitoring KPI performance, addressing identified gaps promptly, and implementing continual improvements across all departments.

Regular monitoring and review will continue to ensure that the established objectives and targets are effectively achieved.

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Date: April 15, 2026