

## Clients and Vendors Compliance of Goals 2016

STAKEHOLDER	Objective	Indicator / KPI / Milestone	Goal 2016	Actual Result
CLIENTS AND VENDORS	Management and availability	Availability	87,49%	85,50%
	Generating a closer relationship with the client	Annual meeting occasions	3	5
		Newsletter for clients	Achieved / Not Achieved	Achieved
		Annual survey on service and/or perception	Achieved / Not Achieved	Achieved