

STI Performance Objectives 2024 and their achievement

UAB “Ignitis grupės paslaugų centras“

Performance criteria	Weight	Performance objective	Achieved performance
Financial targets	15%	GSC operating expenditure budget (OPEX) (10%)	10%
		GSC Platform operating expenditure budget (OPEX) (5%)	5%
Service quality	75%	Transformation of current processes (35%)	35%
		Increasing efficiency and productivity (40%)	40%
Sustainability targets	10%	Increasing safety at work	5%
STI, %			95%