

# 2023 STI objectives and achievement

UAB „Ignitis grupės paslaugų centras“

Performance criteria	Weight	Objective	Achieved performance, %
Financial targets	15%	Execution of the Company's budget (5%)	5%
		Execution of the Company's platform cost budget (10%)	10%
Strategic projects and key milestones	20%	Strengthening Company's process management (End-to-end process pilot) (20%)	20%
Service quality	65%	Increasing the maturity of service management (20%)	20%
		Indicator of Functions experience in the Company (15%)	15%
		Savings generated by digital solutions (20%)	20%
		Implementation of performace optimization solutions (10%)	7%
Weighted STI, %			97%