

	Component	Detailed questions (indicators)	References
Boundary conditions	Provider	Who runs the service (maybe a difference between developer and operator?)	
		Who established / developed the service?	Göranson & Rummukainen 2014
	Service development	How was the user requirement collected?	
		Long-term maintenance or tied to project duration?	Swart et al. 2017
		To what extent does local contextualisation play a role?	
	Type of service	Who was / is the financier?	Göranson & Rummukainen 2014
Information provision or interactive format? What is the product that the user receives?		Milestone 4-1; Milestone 3-1	
		Aim of the service (knowledge transfer, knowledge exchange, presenting scientific results...)	Vaughan & Dessai 2014; Meinke 2017b
Content	Content / Data	Diversity or focus on the individual parameters / topics / scenarios?	
		What is provided with regard to data / products?	Göranson & Rummukainen 2014
		Method of data processing: is there information/ a description of the method available? Which method has been used?	Meinke 2017b
		Is the goal of enabling users to act and react to climate change already formulated?	
Implementation	Format and process	Information or participation? Which methodology?	Fazey et al. 2014; Swart et al. 2017
		How does the communication take place between provider and user?	Fazey et al. 2014; Lemos et al. 2012; Swart et al. 2017
		What is known about the development processes?	Göranson & Rummukainen 2014
		How is the service disseminated to the user	Göranson & Rummukainen 2014; Vaughan & Dessai 2014
		How is the service promoted?	Göranson & Rummukainen 2014; Vaughan & Dessai 2014
	User-provider-communication	Are there a / a few special users - or many users (from many sectors)?	
		Is there a possibility of feedback?	Swart et al. 2017; Vaughan et al. 2018
		Is there / was there an evaluation of the service?	Swart et al. 2017
		Do we know something about the use / query or similar?	
		Is there a reproduction of the service? (e.g. other locations; other sectors)	
		Is there a long-term contact point / contact possibility?	Meinke 2017b

	Component	Detailed questions (indicators)	References	What important information do we receive here?	Why is this information helpful?
Boundary conditions	Provider	Who runs the service (maybe a difference between developer and operator?)	Göranson & Rummukainen 2014	Information about the provider of the service and potential differences between the developer and the operator of the climate service	This information is essential to understand how collaborative activities have been established in practice and which are the benefits of these collective development processes
		Who established / developed the service?			
	Service development	Long-term maintenance or tied to project duration?	Swart et al. 2017	Information about the basic conditions for the process of service development	
		Who was / is the financier?			
Type of service / format	Information provision or interactive format? What is the product that the user receives?	Milestone 4-1; Milestone 3-1	Information about the formats in which climate services are available		
	Aim of the service (Knowledge transfer, knowledge exchange, presenting scientific results...)	Vaughan & Dessai 2014; Meinke 2017b			
Content	Content / Data	Diversity or focus on individual parameters / topics / scenarios?	Göranson & Rummukainen 2014	Information on the tailoring of the information (if available) to the area of study	This information is essential to assess the degree of local validity and uncertainty of the climate information provided in the service in order to identify gaps (e.g. contextualization with narratives and improvement in downscaling) that could be filled with place-based climate services in the case study areas.
		What is provided with regard to data / products?		Information on the kinds of (relevant) knowledge that is provided for the particular study sites	
		Method of data processing: is there information / a description of the method available? Which method has been used?	Meinke 2017b	Information on the level of local validity and associated uncertainty of the climate information (important for CoCIServ)	
		To what extent does local contextualisation play a role?	Information about how far connections are already established between available climate change information and local demands and local needs.		
		Is the goal of enabling users to act and react to climate change already formulated?		This information is essential in order to make an appraisal of the current level of relevance of available information about climate change in current local debates in the area under investigation	

Area	Sub-area	Objective	Key Performance Indicators (KPIs)	Responsible Party	Start Date	End Date	Status	Notes	Comments
Overall Quality Assurance	Quality Control	Ensure all products meet the highest quality standards.	Defect rate, customer complaints, return rates.	Quality Assurance Team	2023-01-01	2023-12-31	On Track	Regular audits and inspections are conducted.	Minor improvements in defect rate observed.
	Customer Satisfaction	Improve customer satisfaction and loyalty.	Net Promoter Score (NPS), customer retention rate.	Customer Service Team	2023-01-01	2023-12-31	On Track	Implementing a new feedback loop system.	NPS improved by 5 points over the year.
Operational Efficiency	Production Process	Optimize production processes to reduce waste and increase efficiency.	Production cycle time, waste percentage, cost per unit.	Operations Team	2023-01-01	2023-12-31	On Track	Implementing lean manufacturing principles.	Waste reduced by 10%.
	Inventory Management	Improve inventory management to reduce stockouts and excess inventory.	Inventory turnover ratio, stockout frequency.	Inventory Control Team	2023-01-01	2023-12-31	On Track	Implementing a just-in-time inventory system.	Stockouts reduced by 20%.
	Logistics	Optimize logistics and shipping processes to reduce costs and improve delivery times.	Shipping costs, delivery time, on-time delivery rate.	Logistics Team	2023-01-01	2023-12-31	On Track	Partnering with more efficient carriers.	Shipping costs reduced by 15%.
	Facilities Management	Ensure facilities are well-maintained and safe.	Facility downtime, safety incidents.	Facilities Team	2023-01-01	2023-12-31	On Track	Regular maintenance and safety checks.	No major safety incidents.
Human Resources	Talent Acquisition	Attract and hire top talent.	Time to hire, quality of hire, cost per hire.	Talent Acquisition Team	2023-01-01	2023-12-31	On Track	Implementing a new recruitment strategy.	Quality of hire improved.
	Employee Development	Invest in employee development and training.	Employee engagement, skill development, retention.	HR Development Team	2023-01-01	2023-12-31	On Track	Offering more training and development opportunities.	Employee engagement score increased.
	Performance Management	Implement a fair and effective performance management system.	Employee performance, productivity, turnover.	Performance Management Team	2023-01-01	2023-12-31	On Track	Reviewing and updating the performance review process.	Productivity improved across departments.
Financial Performance	Revenue Growth	Increase revenue through sales and marketing.	Sales volume, revenue, profit margin.	Sales and Marketing Team	2023-01-01	2023-12-31	On Track	Implementing targeted marketing campaigns.	Revenue increased by 12%.
	Cost Reduction	Reduce operating costs to improve profitability.	Operating expenses, cost of goods sold, net income.	Finance and Operations Team	2023-01-01	2023-12-31	On Track	Identifying areas for cost savings.	Operating costs reduced by 8%.
Customer Engagement	Digital Marketing	Improve digital marketing effectiveness.	Website traffic, conversion rate, social media engagement.	Digital Marketing Team	2023-01-01	2023-12-31	On Track	Implementing a new digital marketing strategy.	Website traffic increased by 30%.
	Customer Retention	Improve customer retention and loyalty.	Customer retention rate, repeat purchase rate.	Customer Service Team	2023-01-01	2023-12-31	On Track	Implementing a new customer loyalty program.	Customer retention rate improved.
Innovation	R&D	Invest in research and development to create new products.	R&D spend, new product launches, patents.	R&D Team	2023-01-01	2023-12-31	On Track	Implementing a new R&D process.	Two new products launched.
	Partnerships	Form strategic partnerships to drive growth.	Partnership revenue, market expansion.	Business Development Team	2023-01-01	2023-12-31	On Track	Identifying potential strategic partners.	One new strategic partnership formed.
Sustainability	Environmental	Reduce environmental impact and carbon footprint.	Carbon emissions, waste, energy consumption.	Sustainability Team	2023-01-01	2023-12-31	On Track	Implementing green building practices.	Carbon footprint reduced by 15%.
	Social	Improve social responsibility and community engagement.	Community involvement, social impact, employee diversity.	Social Responsibility Team	2023-01-01	2023-12-31	On Track	Implementing a new social responsibility strategy.	Community involvement increased.

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Area	Sub-area	Indicator	Target	Actual	Comments	Responsible	Start Date	End Date	Status	Notes
Strategic Objectives	Strategic Objective 1	Indicator 1.1	Target 1.1	Actual 1.1	Comments 1.1	Responsible 1.1	Start Date 1.1	End Date 1.1	Status 1.1	Notes 1.1
		Indicator 1.2	Target 1.2	Actual 1.2	Comments 1.2	Responsible 1.2	Start Date 1.2	End Date 1.2	Status 1.2	Notes 1.2
Operational Objectives	Operational Objective 1	Indicator 2.1	Target 2.1	Actual 2.1	Comments 2.1	Responsible 2.1	Start Date 2.1	End Date 2.1	Status 2.1	Notes 2.1
		Indicator 2.2	Target 2.2	Actual 2.2	Comments 2.2	Responsible 2.2	Start Date 2.2	End Date 2.2	Status 2.2	Notes 2.2
Performance Indicators	Performance Indicator 1	Indicator 3.1	Target 3.1	Actual 3.1	Comments 3.1	Responsible 3.1	Start Date 3.1	End Date 3.1	Status 3.1	Notes 3.1
		Indicator 3.2	Target 3.2	Actual 3.2	Comments 3.2	Responsible 3.2	Start Date 3.2	End Date 3.2	Status 3.2	Notes 3.2
Key Results	Key Result 1	Indicator 4.1	Target 4.1	Actual 4.1	Comments 4.1	Responsible 4.1	Start Date 4.1	End Date 4.1	Status 4.1	Notes 4.1
		Indicator 4.2	Target 4.2	Actual 4.2	Comments 4.2	Responsible 4.2	Start Date 4.2	End Date 4.2	Status 4.2	Notes 4.2
Detailed Metrics	Detailed Metric 1	Indicator 5.1	Target 5.1	Actual 5.1	Comments 5.1	Responsible 5.1	Start Date 5.1	End Date 5.1	Status 5.1	Notes 5.1
		Indicator 5.2	Target 5.2	Actual 5.2	Comments 5.2	Responsible 5.2	Start Date 5.2	End Date 5.2	Status 5.2	Notes 5.2
Operational Details	Operational Detail 1	Indicator 6.1	Target 6.1	Actual 6.1	Comments 6.1	Responsible 6.1	Start Date 6.1	End Date 6.1	Status 6.1	Notes 6.1
		Indicator 6.2	Target 6.2	Actual 6.2	Comments 6.2	Responsible 6.2	Start Date 6.2	End Date 6.2	Status 6.2	Notes 6.2
Financial Indicators	Financial Indicator 1	Indicator 7.1	Target 7.1	Actual 7.1	Comments 7.1	Responsible 7.1	Start Date 7.1	End Date 7.1	Status 7.1	Notes 7.1
		Indicator 7.2	Target 7.2	Actual 7.2	Comments 7.2	Responsible 7.2	Start Date 7.2	End Date 7.2	Status 7.2	Notes 7.2
Human Resources	Human Resource 1	Indicator 8.1	Target 8.1	Actual 8.1	Comments 8.1	Responsible 8.1	Start Date 8.1	End Date 8.1	Status 8.1	Notes 8.1
		Indicator 8.2	Target 8.2	Actual 8.2	Comments 8.2	Responsible 8.2	Start Date 8.2	End Date 8.2	Status 8.2	Notes 8.2
Customer Satisfaction	Customer Satisfaction 1	Indicator 9.1	Target 9.1	Actual 9.1	Comments 9.1	Responsible 9.1	Start Date 9.1	End Date 9.1	Status 9.1	Notes 9.1
		Indicator 9.2	Target 9.2	Actual 9.2	Comments 9.2	Responsible 9.2	Start Date 9.2	End Date 9.2	Status 9.2	Notes 9.2
Environmental Impact	Environmental Impact 1	Indicator 10.1	Target 10.1	Actual 10.1	Comments 10.1	Responsible 10.1	Start Date 10.1	End Date 10.1	Status 10.1	Notes 10.1
		Indicator 10.2	Target 10.2	Actual 10.2	Comments 10.2	Responsible 10.2	Start Date 10.2	End Date 10.2	Status 10.2	Notes 10.2
Social Responsibility	Social Responsibility 1	Indicator 11.1	Target 11.1	Actual 11.1	Comments 11.1	Responsible 11.1	Start Date 11.1	End Date 11.1	Status 11.1	Notes 11.1
		Indicator 11.2	Target 11.2	Actual 11.2	Comments 11.2	Responsible 11.2	Start Date 11.2	End Date 11.2	Status 11.2	Notes 11.2
Innovation & Research	Innovation & Research 1	Indicator 12.1	Target 12.1	Actual 12.1	Comments 12.1	Responsible 12.1	Start Date 12.1	End Date 12.1	Status 12.1	Notes 12.1
		Indicator 12.2	Target 12.2	Actual 12.2	Comments 12.2	Responsible 12.2	Start Date 12.2	End Date 12.2	Status 12.2	Notes 12.2
Risk Management	Risk Management 1	Indicator 13.1	Target 13.1	Actual 13.1	Comments 13.1	Responsible 13.1	Start Date 13.1	End Date 13.1	Status 13.1	Notes 13.1
		Indicator 13.2	Target 13.2	Actual 13.2	Comments 13.2	Responsible 13.2	Start Date 13.2	End Date 13.2	Status 13.2	Notes 13.2
Compliance & Ethics	Compliance & Ethics 1	Indicator 14.1	Target 14.1	Actual 14.1	Comments 14.1	Responsible 14.1	Start Date 14.1	End Date 14.1	Status 14.1	Notes 14.1
		Indicator 14.2	Target 14.2	Actual 14.2	Comments 14.2	Responsible 14.2	Start Date 14.2	End Date 14.2	Status 14.2	Notes 14.2
Sustainability	Sustainability 1	Indicator 15.1	Target 15.1	Actual 15.1	Comments 15.1	Responsible 15.1	Start Date 15.1	End Date 15.1	Status 15.1	Notes 15.1
		Indicator 15.2	Target 15.2	Actual 15.2	Comments 15.2	Responsible 15.2	Start Date 15.2	End Date 15.2	Status 15.2	Notes 15.2

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	2017	2018	2019	2020
Revenue				
Operating revenue	1,000,000	1,000,000	1,000,000	1,000,000
Other revenue	100,000	100,000	100,000	100,000
Operating Expenses				
Operating expenses	800,000	800,000	800,000	800,000
Other expenses	100,000	100,000	100,000	100,000
Operating Profit	200,000	200,000	200,000	200,000
Other income	100,000	100,000	100,000	100,000
Other expenses	(50,000)	(50,000)	(50,000)	(50,000)
Net Income	250,000	250,000	250,000	250,000
Operating profit	200,000	200,000	200,000	200,000
Other income	100,000	100,000	100,000	100,000
Other expenses	(50,000)	(50,000)	(50,000)	(50,000)
Net Income	250,000	250,000	250,000	250,000
Operating profit	200,000	200,000	200,000	200,000
Other income	100,000	100,000	100,000	100,000
Other expenses	(50,000)	(50,000)	(50,000)	(50,000)
Net Income	250,000	250,000	250,000	250,000
Operating profit	200,000	200,000	200,000	200,000
Other income	100,000	100,000	100,000	100,000
Other expenses	(50,000)	(50,000)	(50,000)	(50,000)
Net Income	250,000	250,000	250,000	250,000

