

Seats – Head of Departments - Accountability

Role/Key Position	1 Name	2 Leading Indicators (Key Performance Indicators)	3 Lagging Indicator/Outcomes (P/L or B/S Items)
Head of Company			
Sales & Marketing			
• Sales			
• Marketing			
Operations			
• Manufacturing/ Service Delivery			
• Research & Development			
Finance & Accounting			
• Treasury			
• Controller			
HR/Learning/People			
Information Technology			
Customer Satisfaction/Advocacy			
Heads of Business Units			
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