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**2020/2021 CORPORATE QUALITY OBJECTIVES**

1. Upscale innovative research to support the Blue Economy sector by upscaling four (4) innovative projects to 100% completion during the FY 2020/21.
2. To increase KMFRI's impact on communities' livelihoods' through increased adoption of innovative technologies from 5 in June 2019 to 7 by June 2021.
3. To enhance implementation of the Strategic Plan through quarterly monitoring to improve the Performance Contract Composite Score from 2.9 in June 2020 to 2.5 in June 2021.
4. To increase customer satisfaction index from 73% in June 2019 to 80% by June 2021.

**Prof. James Njiru, PhD**  
**DIRECTOR-CEO**

**5<sup>th</sup> August, 2020**