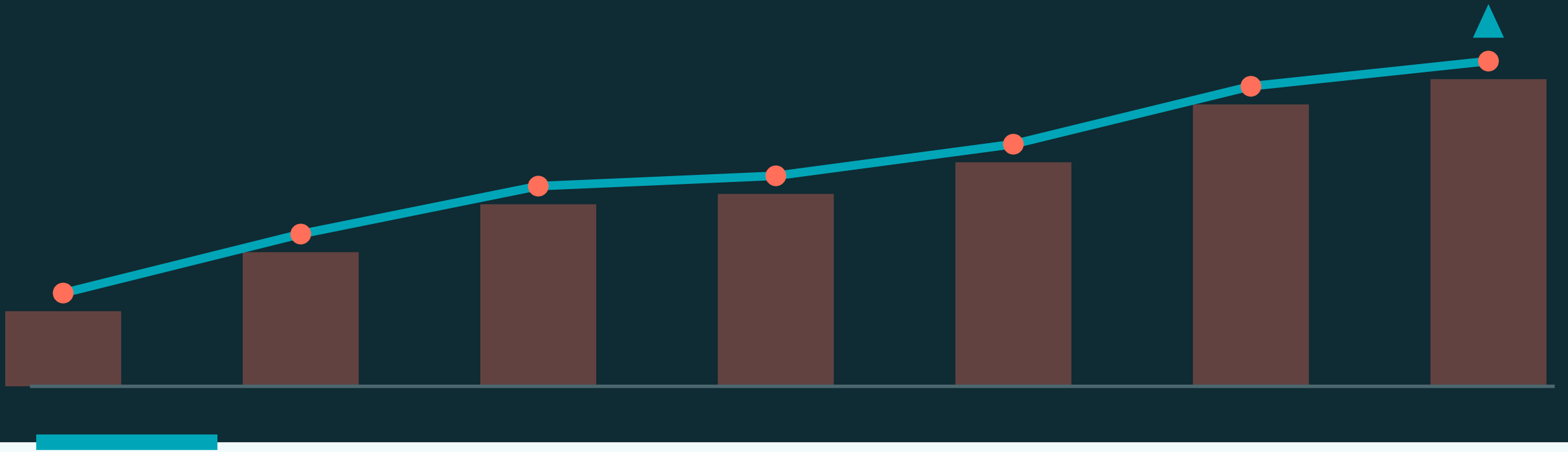




Annual Business Review

Northwind Supplies · FY 2025–26

Strategy & Finance · FY 2025–26 · Leadership team

Agenda

01

Highlights

02

Performance

03

Operations

04

Outlook

Highlights of the period

₹48 Cr

revenue, up 18% year on
year

2,140

active business customers

94%

on-time delivery

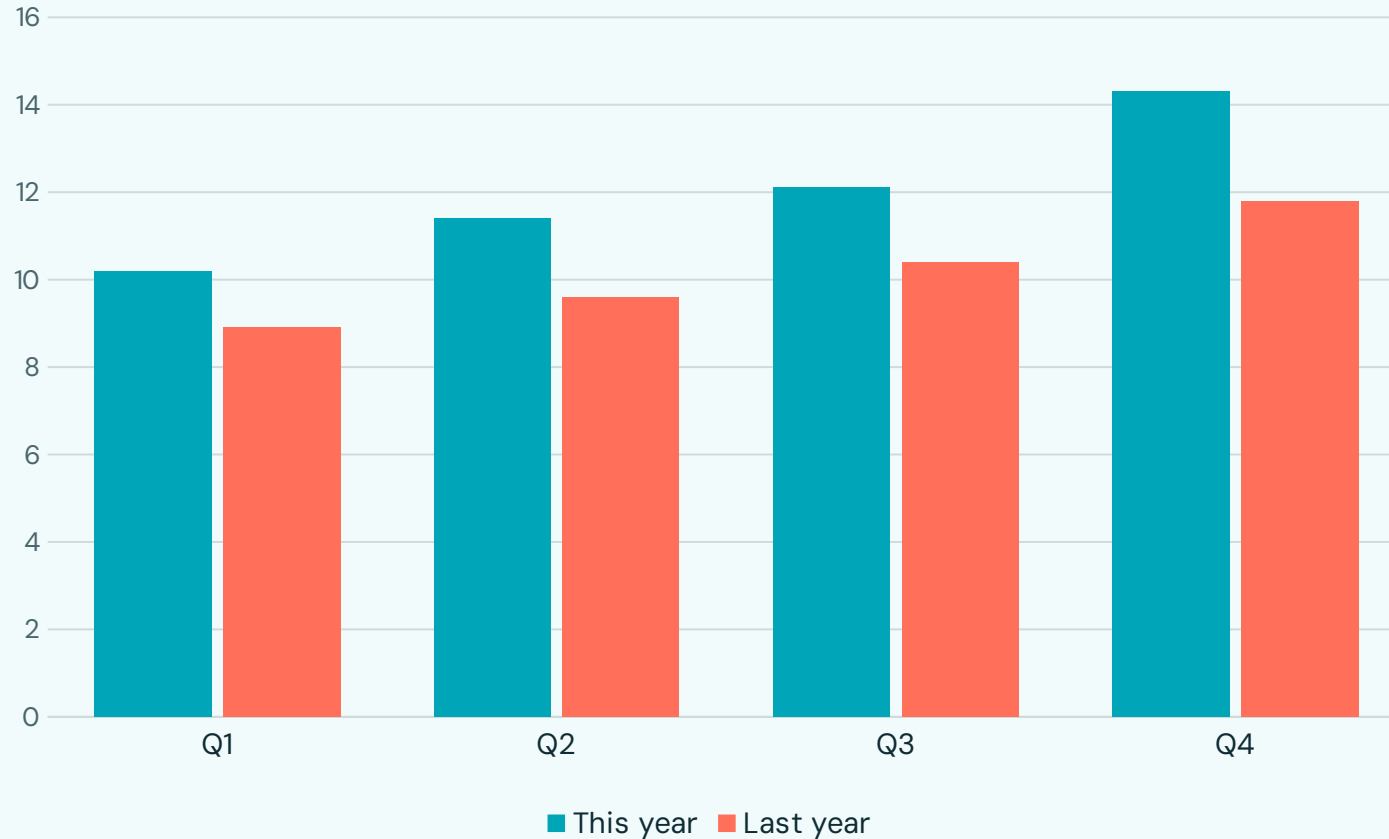
All figures are sample data.



**A record year, built on
repeat customers and
faster delivery.**

Executive summary

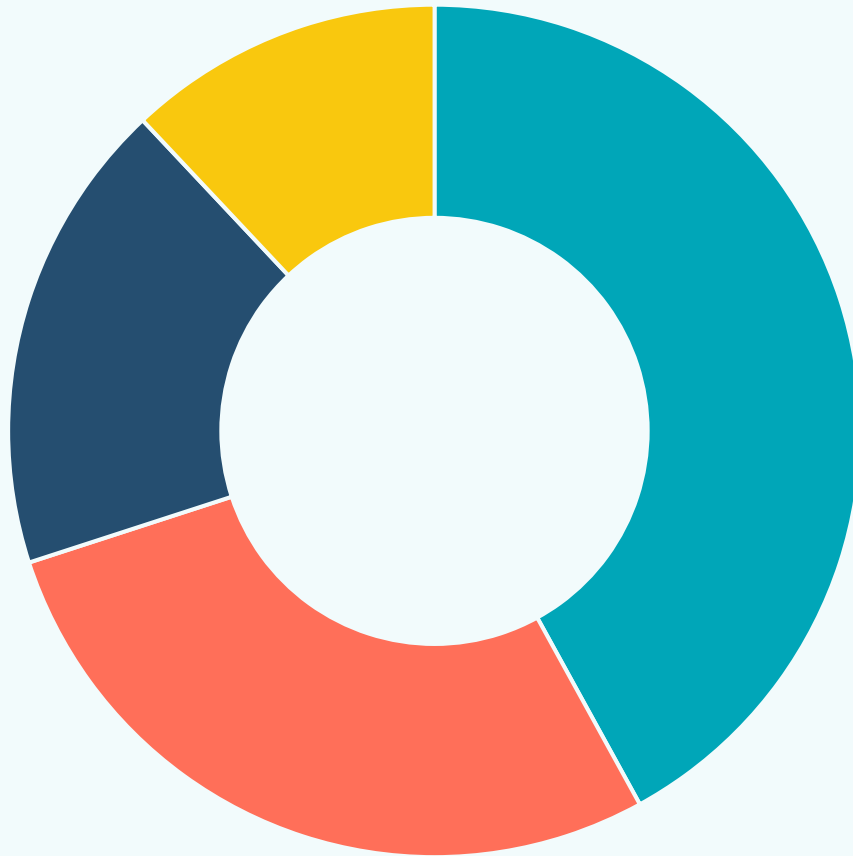
Revenue by quarter



Growth was strongest in the second half as new contracts came online.

Sample data for illustration — replace with your own figures.

Revenue mix



Sample data for illustration.

Operational priorities

01

Efficiency

Automate reporting and cut month-end close to five days.

02

Quality

Bring complaint resolution under 48 hours.

03

People

Launch a manager development programme.

Customer satisfaction

4.6/5

average rating

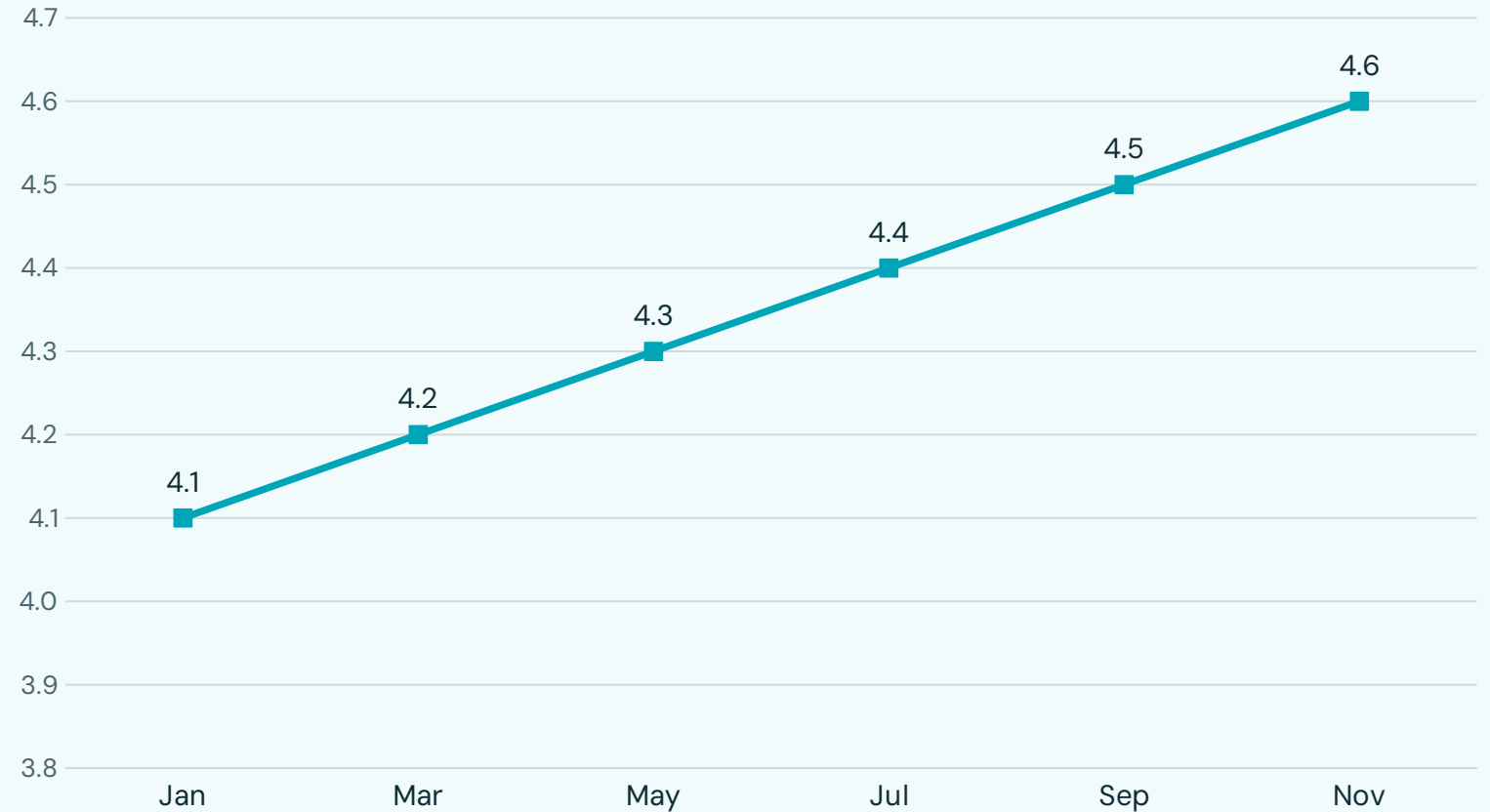
62

net promoter score

-18%

fewer complaints

Sample data for illustration.



Where we stand

S

Strengths

Loyal customer base
Strong delivery record

W

Weaknesses

Manual processes
Thin bench in sales

O

Opportunities

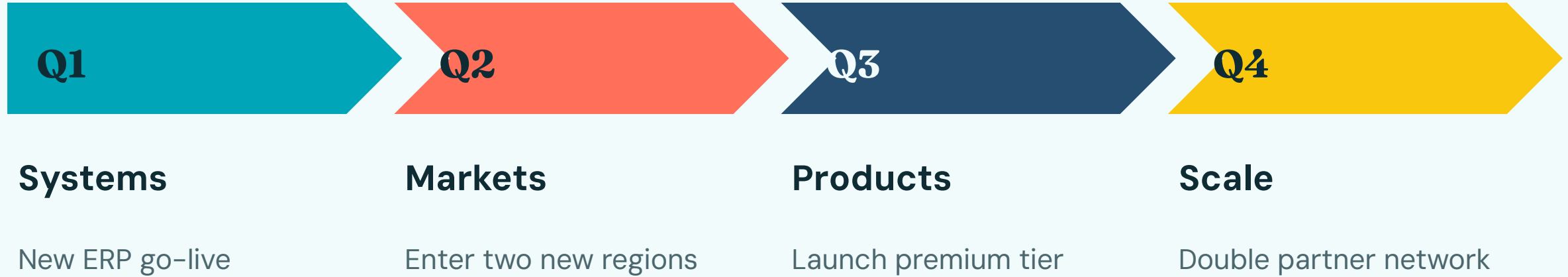
New regions
Digital self-service

T

Threats

Price competition
Rising input costs

Plan for next year



Targets vs this year

This year

- Revenue ₹48 Cr
- 2,140 customers
- 94% on-time delivery

vs

Next year target

- Revenue ₹58 Cr
- 2,700 customers
- 97% on-time delivery

Decisions needed

- Approve the regional expansion budget
- Confirm hiring plan for sales and support
- Agree on the new pricing structure
- Nominate owners for each priority

Discussion

Thank you — questions and decisions.

Strategy & Finance team

