



BUSINESS REVIEW

Annual Business Review

Northwind Supplies · FY 2025–26

PREPARED BY
Strategy & Finance

PERIOD
FY 2025–26

AUDIENCE
Leadership team



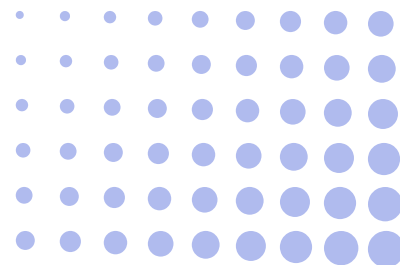
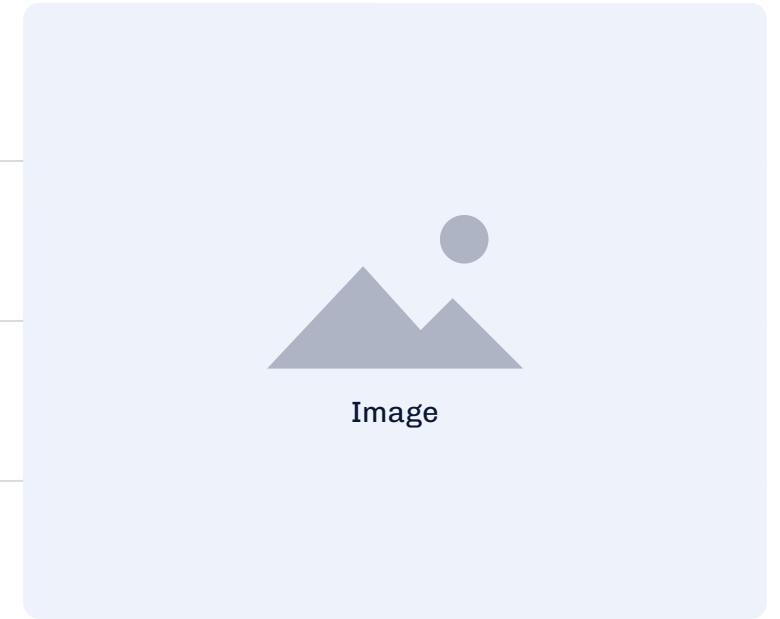
02 | Agenda

01 Highlights

02 Performance

03 Operations

04 Outlook



03 | Highlights of the period

₹48 Cr

revenue, up 18% year on year

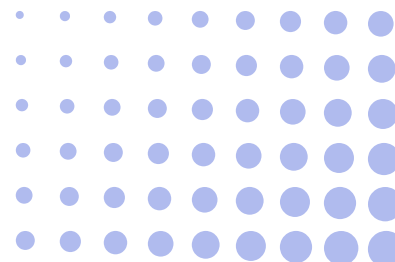
2,140

active business customers

94%

on-time delivery

All figures are sample data.

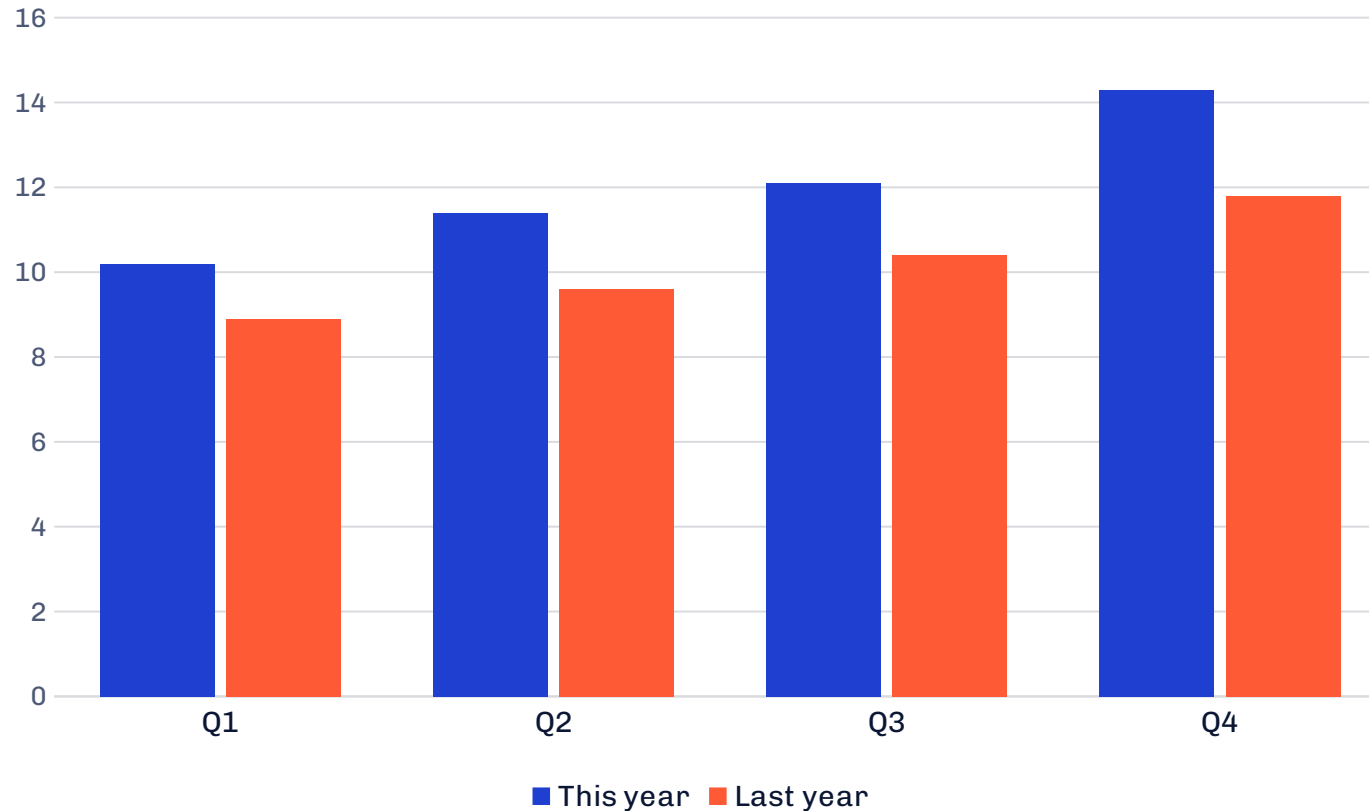




**A record year, built on
repeat customers and
faster delivery.**

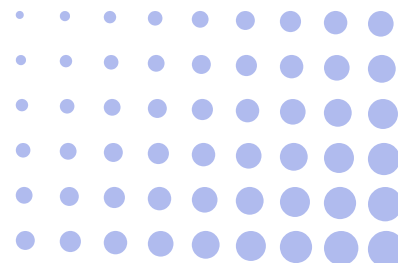
Executive summary

05 | Revenue by quarter

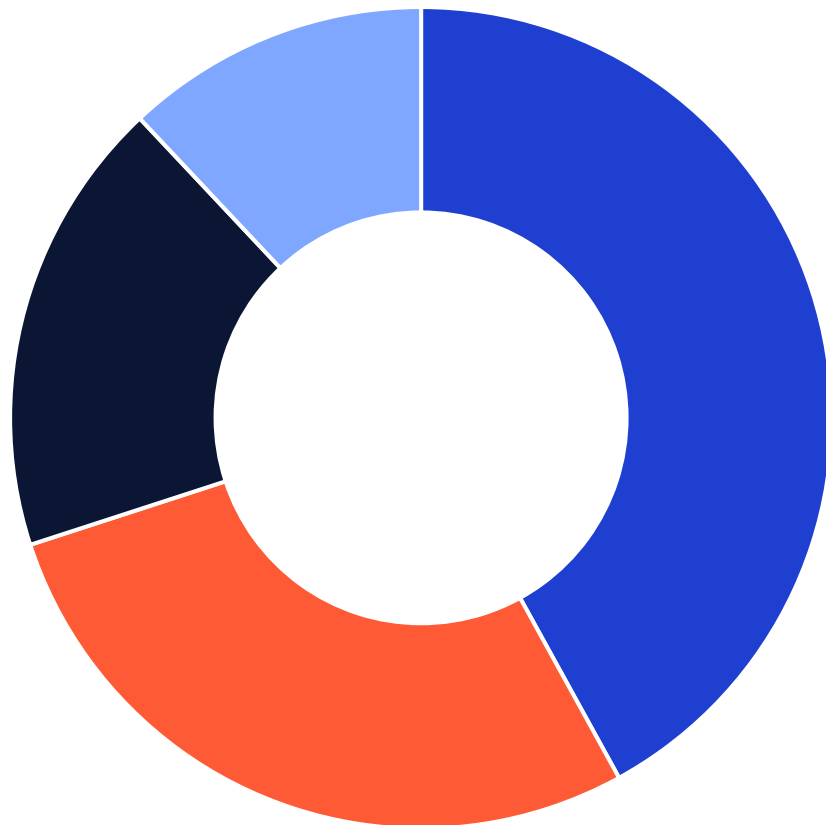


Sample data for illustration — replace with your own figures.

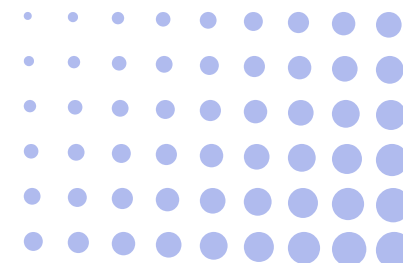
Growth was strongest in the second half as new contracts came online.



06 | Revenue mix



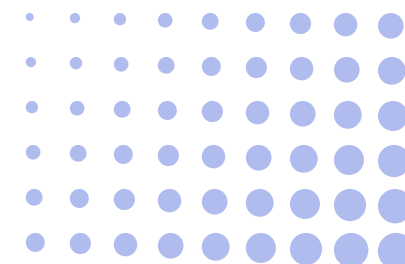
Sample data for illustration.



07 | Segment performance

Segment	Revenue	Growth	Margin
Retail	₹20.2 Cr	+21%	24%
Wholesale	₹13.4 Cr	+15%	19%
Online	₹8.6 Cr	+12%	17%
Exports	₹5.8 Cr	+9%	14%

Sample data.



08 | Operational priorities

1

Efficiency

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

2

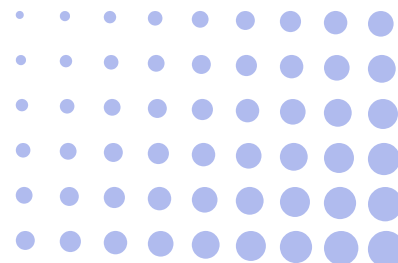
Quality

Bring complaint resolution under 48 hours.

3

People

Launch a manager development programme.



09 | Customer satisfaction

4.6/5

average rating

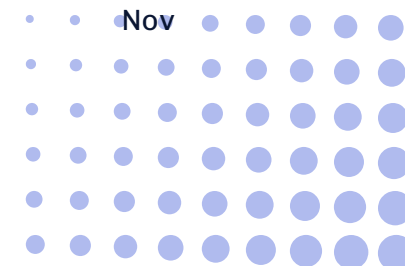
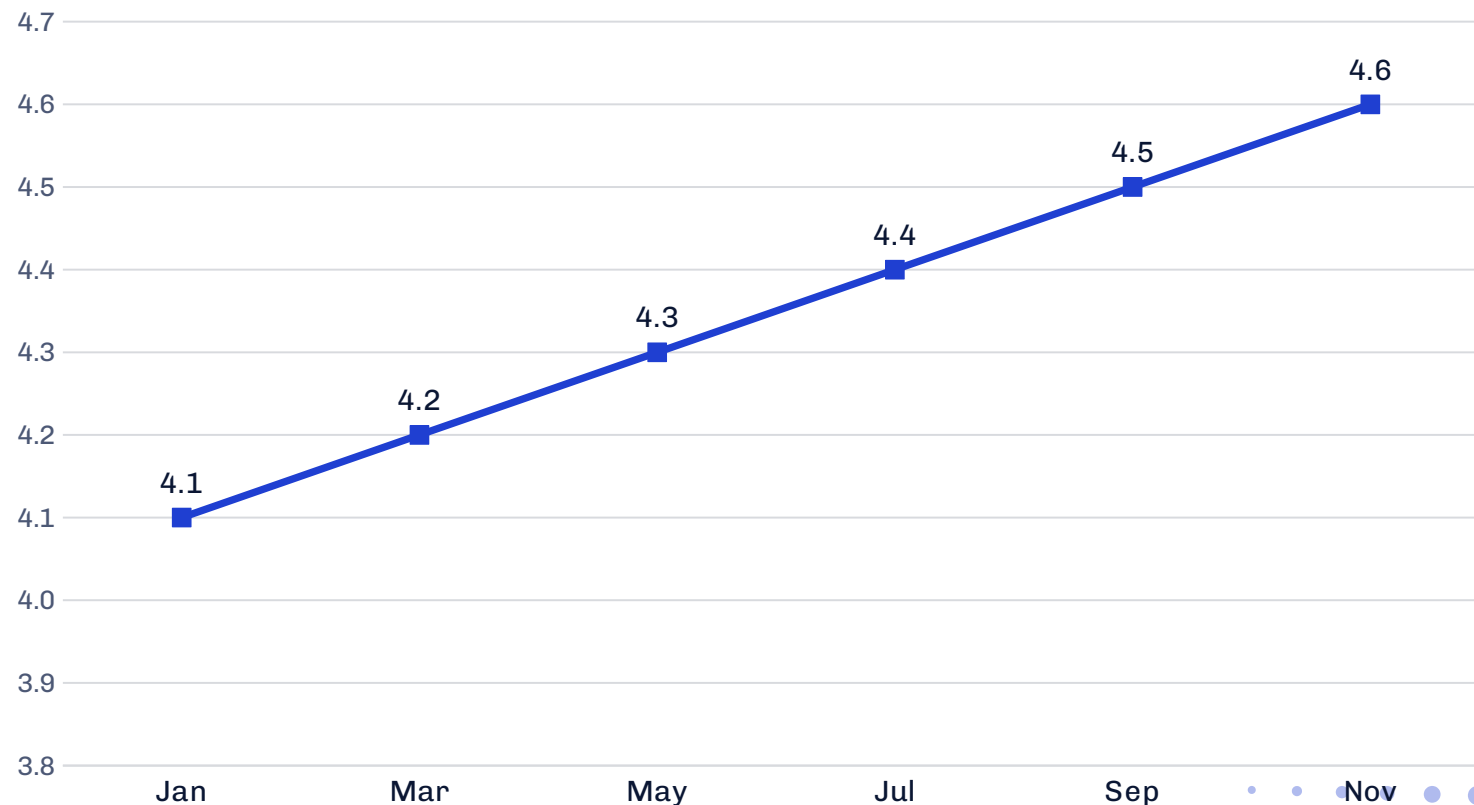
62

net promoter score

-18%

fewer complaints

Sample data for illustration.



10 | Where we stand

S

Strengths

Loyal customer base
Strong delivery record

W

Weaknesses

Manual processes
Thin bench in sales

O

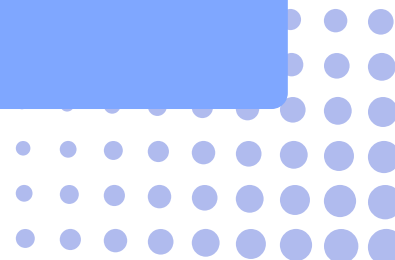
Opportunities

New regions
Digital self-service

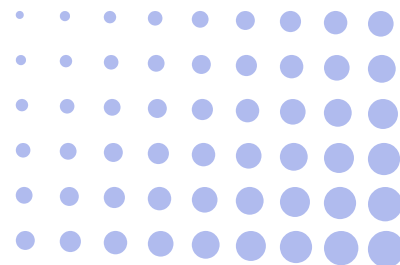
T

Threats

Price competition
Rising input costs



11 | Plan for next year



12 | Targets vs this year

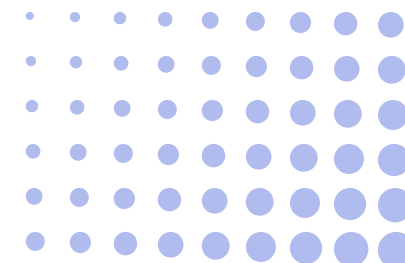
This year

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

vs

Next year target

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



13 | 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



Image



Discussion

Thank you — questions and decisions.

Strategy & Finance team