

Performance Scorecard 2006–2007

Key Focus Area	Objectives/Period	Goal	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13
Quality	Damages (\$/Sales) %	0.08%	0.08%	0.12%	0.16%	0.18%	0.13%	0.14%	0.12%						
Safety	Lost Time Accidents (Annually)	26	1	0	0	1	2	0	0						
Productivity	Throughput (Current 46)	55	43	47	49.3	50	50	52	53						
	Cases/man hour	120	111	116	117	117	119	132	133						
People	Unplanned Absentism	8%	9%	8%	7.25%	12.50%	7.50%	11%	3.50%						
	Turnover	1%	0	1% (1)	4% (6)	0	0	1% (1)	1% (1)						
Customer Service	On Time Loading	98%	99%	99%	98%	97%	98%	97%	97%						
	Mispick %	2%	1.50%	2%	0.07%	0.26%	0.09%	0.17%	0.15%						
Cost	Overtime %	15%	10%	8%	10%	11%	12%	9%	8%						
	Payroll to Sales %	2.95%	3.0%	2.84%	2.58%	2.75%	2.86%	2.80%	2.79%						

This document provides support material for an article on “Train supervisors to be leaders on the floor” in *Distribution Center Management*.

Interested readers may learn more or purchase a copy by visiting <http://www.DistributionGroup.com> or phoning 800-232-4317.