

## Our Scoreboard



**KEY:**

- At or better than target measure
- Within 5% of target measure
- Greater than 5%, worse than target measure

### Company-Level Scoreboard (Year-to-Date)

<u>Financial</u>			<u>Customers</u>		
	<u>Actuals</u>	<u>Target</u>		<u>Actuals</u>	<u>Target</u>
Sales	\$28.4M	\$27.5M	Customer retention over 24 months	94%	93%
Net Profit	12.5%	15.0%	Customer complaints/1,000 sales	54	50
Average Days Outstanding for Receivables	44	45	% of customer satisfaction with at least 4.5/5.0 rating on surveys	97%	97%
<u>Process</u>			<u>People</u>		
	<u>Actuals</u>	<u>Target</u>		<u>Actuals</u>	<u>Target</u>
On-Time Delivery	91%	100%	Annualized Voluntary Turnover Rate	8%	9%
Productivity (units/employee/shift)	248	250	% of Job Openings Filled Internally	65%	75%
Product Quality (error rate)	0.47%	< 1%	Annual Training Hours/Employee	38	40