There is a project to show Scapa's performance on intranet so that we all are aware of how we are doing and where we need to improve.

One measure of the service we provide to our customers is how well we meet their requests to send them their goods, when they want them (**RLIP**). Another is how well we meet our promises in our order confirmations as to when we will send them out (**CLIP**).

RLIP stands for **R**equested **L**ine **I**tem **P**erformance – this is the % of items that we despatch in time to meet our customers' requests.
CLIP stands for **C**onfirmed **L**ine **I**tem **P**erformance – this is the % of items that we despatch when we have said that we will in our order confirmations.

We have created an "APP" on the intranet to show how we are doing against these measures. It is now available to everyone and reports our CLIP and RLIP performance by site and business unit, over the last month and the last year. It is updated every night and is therefore always up to date.

To view Scapa's CLIP/RLIP performance;
- from the intranet home page, hover over Home and then click on i-Scapa or,

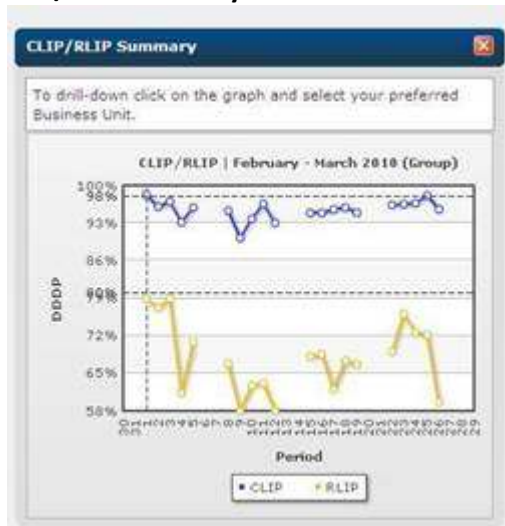- click on the link below
http://scapanet/home/dashboard?

This takes you to the Dashboards page. You may see some "APPs" on the screen or it may be as below.
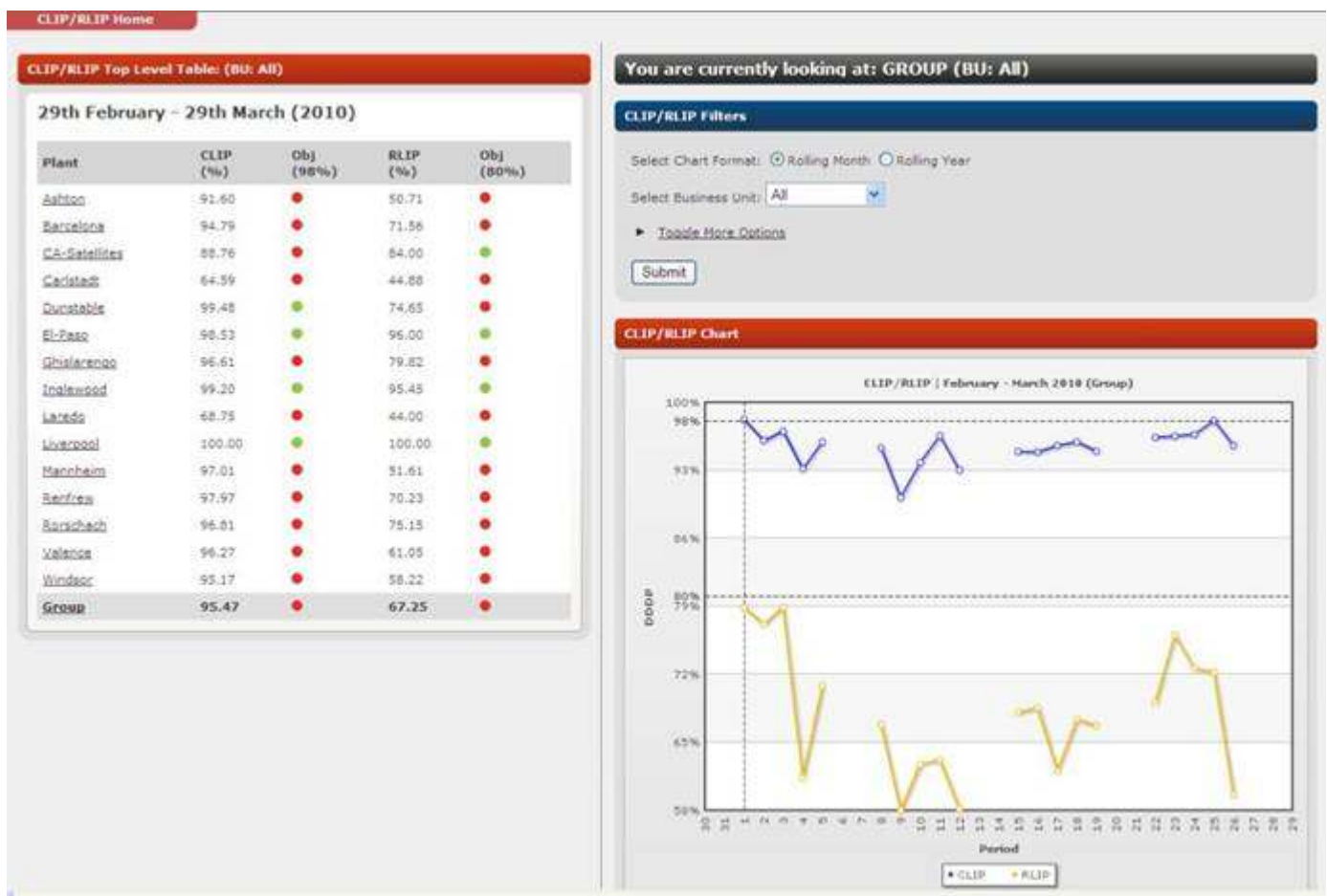

If CLIP/RLIP measure is not visible, click on Toggle below the Select Dashboards Control, select CLIP/RLIP Summary.

CLIP/RLIP Summary

On the Dashboard page you will see the CLIP/RLIP summary graph as above. This shows the values for your area. E.g. if you are a Group person you will see the figures relating to Scapa as a whole. If you are a site based person then you will see the data relevant to your site.

To see more information, click on the graph. This takes you to the CLIP/RLIP home.

This shows the table of all shipping points' performances for the last month and a graph showing the daily performance over the last month for your shipping point(s).

You can look at the same data for a specific shipping point by clicking on the name of the site in the table.
To go/return to the original table, click on Group in the table and the graph will show the performance for all the sites.

To see the performance for the last year, select rolling year and click submit.

To view performance for a Business Unit select the area you are interested in and click submit.

You can also compare selected sites' performance. To do this click on Toggle More Options

Select the data you wish to see on the graph and click submit.

If you have any questions please ask.

More measures will be made available on the intranet over the coming months, including our Health & Safety performance.

Regards,

Mike McClure & Jason Mathews.