

Category	Metrics	2016-YTD	Jan-2017	Feb-2017	Mar-2017	2017-YTD	Threshold	Target
Customer Perception	Customer Service % (on time deliveries)	98.4%	98.0%	95.1%	94.8%	96.0%	95.0%	98.0%
	Complaint Investigation Closure <45 Days	83.3%	61.5%	43.8%	45.0%	50.1%	83.3%	88.0%
	Customer Complaints per Million Units Sold	0.0009	0.0009	0.0007	0.0008	0.0008	0.0012	0.0009
	First Pass Quality (no deviations)	77.1%	86.4%	87.9%	89.6%	88.0%	77.2%	79.0%
	On-time Investigation Completion (of deviations)	65.9%	73.6%	68.8%	68.5%	70.3%	72.0%	75.0%
Internal Business Processes	Manufacturing Schedule Adherence	93.8%	100.0%	93.9%	99.0%	97.6%	94.2%	96.0%
	Defects per Million Units	0.002	0.001	0.006	0.004	0.003	0.005	0.002
	Rejected Batches	1.8%	1.7%	1.5%	0.0%	1.1%	3.0%	2.0%
	Reworked Batches	2.5%	0.0%	0.0%	0.0%	0.0%	5.0%	2.5%
	On-Time Regulatory Commitments	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	3.0%
Employee Welfare & Learning	OSHA Recordable Incidences	10	1	1	1	3	1	1
	On-Time Employee Training	98.0%	98.2%	98.0%	90.0%	95.0%	92.0%	96.0%
	Employee Turnover per Month	2.0%	1.3%	1.2%	2.1%	1.7%	2.0%	1.5%
	Number of employee suggestions adopted	320	280	305	238	274	240	300
	Inventory Loss (\$ in millions)	4.71	0.57	0.77	0.3	0.55	3.5	≤ 2.9
Financial	Inventory Investment (\$ in millions)	24.6	27.38	25.7	28.85	27.31	\$45.0	≤ 38.0
	Variances vs. Budget (\$M)	-17.94	0.79	4.05	4.83	3.22	\$0.00	\$0.20
	% Variance to Budget	-10.83%	5.00%	24.74%	22.93%	17.56%	≥ 0%	+ 2%
							On Target or Better	
							At Risk	
							Below Threshold	