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| --- | --- | --- |
| **KPI** | **Threshold** | **Target** |
| ***Employee Churn Rate*** | 10% | 5% |
| ***Average Employee Tenure*** | Lower-level workers: 2 years, Managers: 3 years | Lower-level workers: 3 years, Managers: 4 years |
| ***Employee Satisfaction Index*** | 4 | 4.5 |
| ***Order Fulfillment Cycle Time (OFCT)*** | In-store: 3 minutes, Drive-thru: 4 minutes | In-store: < 2 minutes, Drive-thru: < 3 minutes |
| ***First Pass Yield*** | 90% | > 95% |
| ***Quality Index*** | 4.25 | 4.5 |
| ***Customer Profitability Score*** | Avg. of most recent 3 years (of selected drill-down of time – seasonality) of customer profitability score data | 20% more than threshold |
| ***Customer Satisfaction Index*** | 4.25 | 4.5 |
| ***Customer Complaints*** | Avg. of most recent 3 years (of selected drill-down of time – seasonality) of customer complaint data | 50% less than threshold |
| ***Revenue Growth Rate*** | 2% | 5% |
| ***Operating Profit Margin*** | Avg. of most recent 3 years (of selected drill-down of time – seasonality) of operating profit margin data | 50% |
| ***Net Profit*** | Avg. of most recent 3 years (of selected drill-down of time – seasonality) of net profit data | 10% more than threshold |