

market	All
region	All
division	All

21 vs 20 is not a part of pivot table

Values	Fiscal year			
	2019	2020	2021	21 vs 20
Net sales	87.5M	196.7M	598.9M	304%
Total COGS	51.2M	123.4M	380.7M	309%
GM%	41.43%	37.28%	36.43%	98%
Gross Margin	36.2M	73.3M	218.2M	298%

Customer Performance Metrics		Product Sales Analysis		Inventory Management		Customer Satisfaction		Operational Efficiency	
Metric Name		Category		Status		Score		Trend	
Customer Retention Rate		High		Stable		85%		Positive	
Product Sales Volume		Medium		Growth		120%		Steady	
Inventory Turnover Ratio		Low		Decline		70%		Negative	
Customer Satisfaction Score		High		Stable		92%		Positive	
Operational Efficiency Index		Medium		Growth		110%		Steady	
Product Quality Control		Low		Decline		65%		Negative	
Customer Feedback Analysis		High		Stable		88%		Positive	
Inventory Accuracy Rate		Medium		Growth		105%		Steady	
Product Delivery Time		Low		Decline		60%		Negative	
Customer Loyalty Program		High		Stable		90%		Positive	
Operational Cost Reduction		Medium		Growth		108%		Steady	
Product Defect Rate		Low		Decline		55%		Negative	
Customer Engagement Rate		High		Stable		87%		Positive	
Inventory Shrinkage Rate		Medium		Growth		102%		Steady	
Product Return Rate		Low		Decline		50%		Negative	
Customer Churn Rate		High		Stable		89%		Positive	
Operational Profit Margin		Medium		Growth		107%		Steady	
Product Compliance Score		Low		Decline		58%		Negative	
Customer Net Promoter Score		High		Stable		91%		Positive	
Inventory Reorder Point		Medium		Growth		103%		Steady	
Product Packaging Efficiency		Low		Decline		56%		Negative	
Customer Onboarding Rate		High		Stable		96%		Positive	
Operational Innovation Index		Medium		Growth		111%		Steady	
Product Environmental Impact		Low		Decline		57%		Negative	
Customer Support Response Time		High		Stable		97%		Positive	
Inventory Cycle Time		Medium		Growth		100%		Steady	
Product Packaging Sustainability		Low		Decline		59%		Negative	
Customer Retention Program		High		Stable		98%		Positive	
Operational Resilience Score		Medium		Growth		112%		Steady	
Product Safety Compliance		Low		Decline		61%		Negative	
Customer Feedback Integration		High		Stable		99%		Positive	
Inventory Accuracy Check		Medium		Growth		106%		Steady	
Product Packaging Innovation		Low		Decline		62%		Negative	
Customer Onboarding Program		High		Stable		100%		Positive	
Operational Sustainability Index		Medium		Growth		113%		Steady	
Product Safety Audit		Low		Decline		63%		Negative	
Customer Feedback Analysis		High		Stable		101%		Positive	
Inventory Accuracy Report		Medium		Growth		107%		Steady	
Product Packaging Review		Low		Decline		64%		Negative	
Customer Onboarding Success		High		Stable		102%		Positive	
Operational Sustainability Score		Medium		Growth		114%		Steady	
Product Safety Certification		Low		Decline		65%		Negative	
Customer Feedback Summary		High		Stable		103%		Positive	
Inventory Accuracy Summary		Medium		Growth		108%		Steady	
Product Packaging Summary		Low		Decline		66%		Negative	
Customer Onboarding Review		High		Stable		104%		Positive	
Operational Sustainability Report		Medium		Growth		115%		Steady	
Product Safety Review		Low		Decline		67%		Negative	
Customer Feedback Report		High		Stable		105%		Positive	
Inventory Accuracy Review		Medium		Growth		109%		Steady	
Product Packaging Report		Low		Decline		68%		Negative	
Customer Onboarding Summary		High		Stable		106%		Positive	
Operational Sustainability Summary		Medium		Growth		116%		Steady	
Product Safety Summary		Low		Decline		69%		Negative	
Customer Feedback Review		High		Stable		107%		Positive	
Inventory Accuracy Report		Medium		Growth		110%		Steady	
Product Packaging Review		Low		Decline		70%		Negative	