



Scorecard Category	Metrics/Deliverables (examples)
<b>Quality</b>	\$\$ cost recovered last qtr # of SCARs Avg. SCAR Response Time Avg. SCAR Resolution Time Past due SCARs On-time 4Ds/8Ds
<b>Delivery</b>	% On-Time Delivery # of Late Deliveries # of Early Deliveries % of line items not shipped on time # of line items not shipped on time Actual vs. quoted lead-time
<b>Cost</b>	% Total cost reduction year-over-year Total cost reduction year-over-year
<b>Responsiveness</b>	Emergency requests for part change Emergency orders requested vs. shipped Compliance to payment terms Overall communications
<b>Innovation</b>	Tech. & Process Improvements Best Practice Sharing TCO Savings Revenue Enhancement
<b>Risk</b>	Root Cause and Nonconformance Incidents Political events Product availability Distance from source Industry capacity Technology change Financial instability
<b>CSR</b>	Total recordable incidents Days away from work cases Fatality and work safety initiatives Green initiatives
<b>Customer Complaints</b>	Identify and track Cost of Poor Quality (COPQ) associated with product returns