

KPI – (Key Performance Indicator) – Examples

| No | Measure definition/ Indicator | Detailed description /How it is measured |
|------------------------------|---|---|
| Operation | | |
| 1 | Cost reduction | % of cost reduction (BOM & Shipment) |
| 2 | Non quality Cost | a) Production yield loss (Company responsibility) b) Production yield loss (vendor responsibility) c) Customer - return of parts - cost of RMA (Monthly aveg. Per project) d) Return to vendor (RTV) % & Cost. e) Production line - non quality cost (vendors, customers, MRB/F.A) |
| 3 | ECO | a) ECO Quantity per product b) ECO Cycle time (start - finish) |
| 4 | Customer Complaint | Cycle time between "open" statues to "close" status |
| 5 | RMA Qty. (Return material authorization) | Qty. of RMA products - monthly / quarterly.(per customer) |
| 6 | Customer satisfaction | Customer satisfaction level for product/support |
| H.R - Human Resources | | |
| 1 | Quality of recruitment | a) Number of employees leaving the company within the first 12 months after concluding training. b) Evaluation process ranking score c) Recruiting time |
| 2 | Employee satisfaction from group services (HR,IT Administration, etc.) | Employee satisfaction survey. |
| Customer Support | | |
| 1 | Service | a) Deviation from SLA. B) Number of service calls (Critical, Major, Minor). |
| 2 | Cases | Cycle time between "open" status to "close" status (reason codes). |
| 3 | Repeated failures | No. of % of repeated failures (Per customer / product). |
| 4 | Customer satisfaction | % of dissatisfaction from total cases/ activities. |
| Sales | | |
| 1 | Quotation order | a) % of quotations turned into orders. b) % of leads turned into order. c) % of orders without opportunity. |
| R&D | | |
| 1 | H.W Layout | Num. of layouts per project. |
| 2 | Milestones on schedule | Deviations from planed schedule milestones. |
| 3 | Rates / amount of detected problems | Amount of detected problems (Severity 1; 2; 3) found during validation test (before new product release) compared to the amount of detected |