

# KPI CHECKLIST FOR MANUFACTURING

## AREAS TO MEASURE TO IMPROVE PROFITABILITY AND PRODUCTIVITY



Customer and Regulatory  
**COMPLIANCE**



Overall  
**PERFORMANCE**



Programs for  
**CONTINUOUS IMPROVEMENT**

Manufacturers should measure these attributes, in order:

**1**



**SAFETY**

**2**



**QUALITY**

**3**



**YIELD**

**4**



**PRODUCTIVITY**

No higher priority should ever be sacrificed to satisfy a lower-level priority.

### 1. SAFETY KPIs

Safety KPIs include metrics for both your people and your products.



#### Human/Workplace Safety KPIs

- Total incident rate
- Lost time incidents
- Workers compensation costs
- Quantity of accidents and near-misses
- Quantity of OSHA and EPA non-compliances

#### Product Safety KPIs

- Customer complaint trend analysis
- Microbiological trends
- HACCP CCP/Preventive Control deviation history
- Regulatory compliance
- Internal and external audit compliance
- Recall avoidance and food-borne illness prevention

### 2. QUALITY KPIs



- Right first-time pass rate
- Customer complaint trend analysis
- Nonconforming product, including incidents, quantities, and cost
- Supplier quality cost
- Customer reject RMA cost
- Sensory evaluations %
- Shelf life results %
- Label compliance %

### 3. YIELD KPIs

Process yields at every step of the manufacturing process, as well as packaging and total product

- Packaging
- Product net giveaway
- Product waste loss process %
- Overall waste loss %



### 4. PRODUCTIVITY KPIs



- Line standards, outputs, and efficiencies
- Volume throughput
- Capacity utilization
- Total labor recovery
- Overall equipment effectiveness (OEE)
- Department and line staffing standards
- Schedule attainment and changes
- Maintenance availability (downtime/operating)
- Customer fill rate and on-time delivery rate