




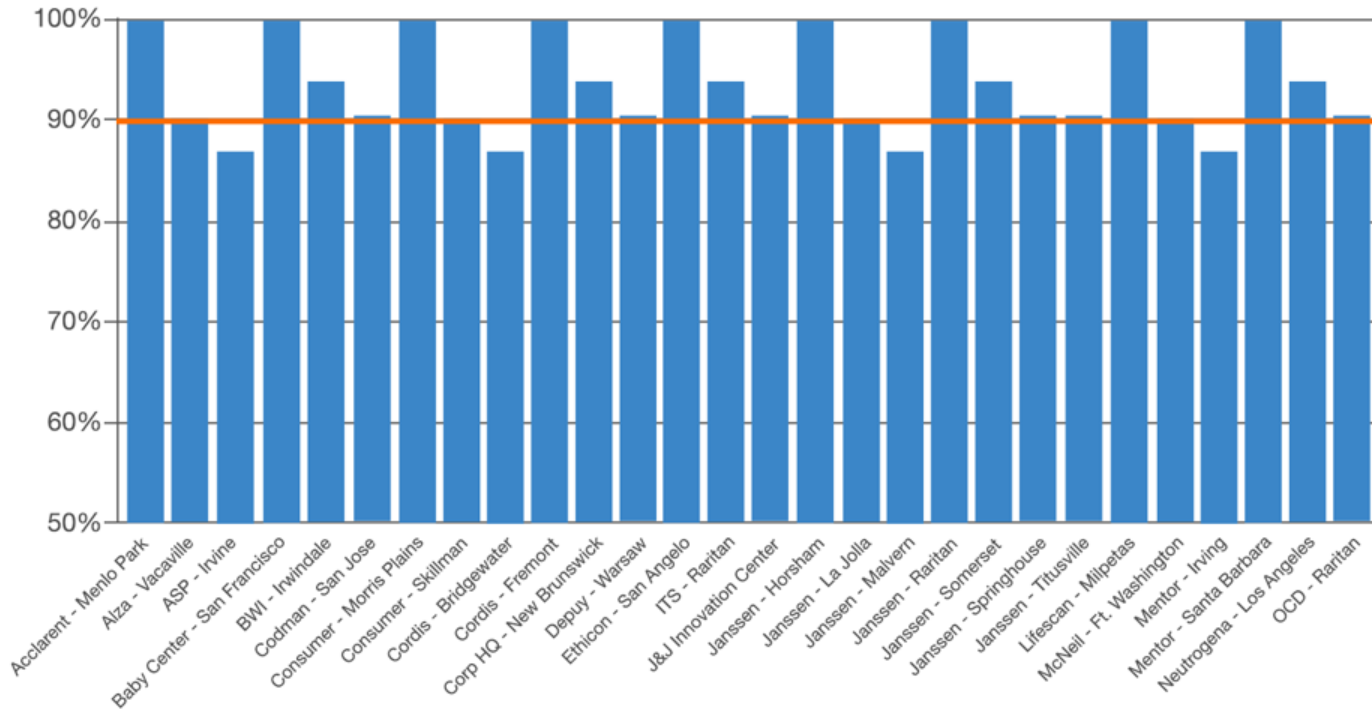
 Governance
 Cost
 Quality
 EHS
 Personnel
 Training

Scorecard/KPIs
Updates
Innovations

# Scorecard

KPI Score by Site  
Showing July 2013

Site Score  
Goal 90%



Governance
Cost
Quality
EHS
Personnel

Scorecard/KPIs
Updates
Innovations

# Scorecard

KPI Score Details  
Showing July 2013

Site Score **86%**  
Goal 90%

Key Performance Indicators	KPI Score	Target	Scored Points	Possible Points
Complaints	4	Less than control limit of 4 complaints per month	3	5
Quality Audits	3.2	3 out of 5 average on all internal and joint audits	10	10
Customer Surveys	4.7	4 out of 5 average monthly survey score	5	5
Work Order Completion	100%	100% percent on-time monthly completion	5	5
Employees Trained	100%	90% or greater	5	5
Recordable Rate	1.1	Less than 1.9	10	10
Near Misses	8	Less than control limit of 10 near misses per month	5	5
<b>TOTAL</b>			<b>42</b>	<b>45</b>