



50 OPERATIONS + QUALITY CONTROL KPIs

Operational Efficiency KPIs

1. **Overall Equipment Effectiveness (OEE)** = Availability × Performance × Quality
2. **Production Downtime** = Total time machines or processes are non-operational
3. **Capacity Utilization Rate** = (Actual Output / Potential Output) × 100
4. **Throughput** = Number of units produced within a given time
5. **Cycle Time** = Time taken to complete one unit or task
6. **First Pass Yield (FPY)** = (Good Units Produced / Total Units Produced) × 100
7. **Rework Rate** = (Reworked Items / Total Items Produced) × 100
8. **On-Time Delivery Rate** = (On-Time Deliveries / Total Deliveries) × 100
9. **Order Fulfillment Cycle Time** = Time from order placement to delivery
10. **Backorder Rate** = (Backordered Items / Total Orders) × 100

Supply Chain & Inventory KPIs

11. **Inventory Turnover** = Cost of Goods Sold / Average Inventory
12. **Days Sales of Inventory (DSI)** = (Inventory / Cost of Goods Sold) × 365
13. **Stockout Rate** = (Stockout Occurrences / Total SKUs) × 100
14. **Supplier On-Time Performance** = (On-Time Deliveries / Total Deliveries from Suppliers) × 100
15. **Supplier Defect Rate** = (Defective Items from Suppliers / Total Received Items) × 100
16. **Order Accuracy Rate** = (Accurate Orders / Total Orders) × 100
17. **Lead Time** = Time taken from order placement to receipt
18. **Inventory Shrinkage Rate** = (Lost Inventory / Total Inventory) × 100
19. **Return Rate** = (Returned Items / Total Sold Items) × 100
20. **Perfect Order Rate** = (Orders Delivered on Time, Complete & Without Issues / Total Orders) × 100

Quality Control & Compliance KPIs

21. **Defect Rate** = (Defective Units / Total Produced Units) × 100

- 22. **Customer Complaints per Order** = Total Complaints / Total Orders
- 23. **Warranty Claims Rate** = (Warranty Claims / Total Products Sold) × 100
- 24. **Customer Return Reasons** = Categorization of reasons for product returns
- 25. **Cost of Poor Quality (COPQ)** = Total Cost of Defects, Rework, & Scrap
- 26. **Corrective Action Closure Rate** = (Corrective Actions Closed / Total Required Actions) × 100
- 27. **Safety Incidents per Employee** = Total Safety Incidents / Number of Employees
- 28. **Regulatory Compliance Rate** = (Compliant Items / Total Items Audited) × 100
- 29. **Audit Pass Rate** = (Passed Audits / Total Audits) × 100
- 30. **Supplier Compliance Rate** = (Compliant Supplier Deliveries / Total Supplier Deliveries) × 100

Customer Service & Satisfaction KPIs

- 31. **Customer Satisfaction Score (CSAT)** = Survey-based customer rating
- 32. **Net Promoter Score (NPS)** = Measures likelihood of customer recommendations
- 33. **Customer Retention Rate** = [(Customers at End of Period - New Customers) / Customers at Start of Period] × 100
- 34. **Average Resolution Time** = Average time to resolve customer issues
- 35. **First Contact Resolution Rate** = (Issues Resolved on First Contact / Total Issues) × 100
- 36. **Customer Support Ticket Volume** = Total support requests received in a given time
- 37. **Abandonment Rate** = (Abandoned Support Requests / Total Requests) × 100
- 38. **Complaint Resolution Time** = Average time to resolve a customer complaint
- 39. **Order Error Rate** = (Incorrect Orders / Total Orders) × 100
- 40. **Service Level Agreement (SLA) Compliance Rate** = (SLA Met Incidents / Total SLA Incidents) × 100

Workforce Productivity & Safety KPIs

- 41. **Employee Productivity Rate** = Revenue per Employee
- 42. **Labor Utilization Rate** = (Actual Productive Hours / Total Available Hours) × 100
- 43. **Absenteeism Rate** = (Absent Days / Total Work Days) × 100
- 44. **Employee Turnover Rate** = (Departing Employees / Total Employees) × 100
- 45. **Training Completion Rate** = (Completed Training / Assigned Training) × 100
- 46. **Workplace Incident Rate** = (Workplace Incidents / Total Employees) × 100
- 47. **Employee Satisfaction Score** = Survey-based measure of employee morale
- 48. **Mean Time to Repair (MTTR)** = Average time to fix an issue
- 49. **Mean Time Between Failures (MTBF)** = Average time between system failures
- 50. **Cost of Employee Overtime** = Total Overtime Costs / Total Payroll Costs