








Brown Larkin

Process Measures / 5 Year Trend

Process	Measure	2014	2015	2016	2017	2018	2018 Goal
Sales / Engineering	Engineering #'s	86	87	95	73	70 	>=75
	% Eng #'s to Production #'s	-	17.0%	20.0%	29.0%	18.0% 	>=18%
	Eng #'s to Production #'s		15	19	21	28	-
Order Processing	Customer Satisfaction Rating	2.23	2.48	2.75	2.57	2.6 	>=2.6
Purchasing	Supplier Quality	99.7%	99.0%	99.0%	98.8%	98.7% 	>=90%
	Supplier Delivery	97.1%	99.0%	96.0%	98.4%	93.3% 	>=90%
Production	On-time Delivery	93.0%	94.0%	93.0%	92.0%	88.0% 	>=92%
	Customer Ppm	535	1,131	10,493	2,994	765 	<=1,500