

Measure Categories	Measure of Success Description	Below	Expected	Exceed	Weighting
Operational Efficiency	Sales per Labor Hour	\$82		\$87	30%
Operational Efficiency	Sales per Material \$	\$3.55		\$3.75	25%
Customer Success	% of Cases Shorted + Late	5%		1%	20%
Employee Satisfaction	Retention	69%		79%	15%
Customer Success	Housekeeping	90%		95%	10%



RubinBrown helps its cliens build and protect value, while at all times honoring the responsibility to serve the public interest

	0%	100%	200%	
Measure of Success Description	Below	Expected	Exceed	Weight
Department member retention	79.0%		90.0%	35%
Average calendar days to delivery of DPO	20		10	20%
# of BPA reports issued	200		250	15%
Revenue growth %	8.0%		15.0%	15%
Productivity	57.0%		63.0%	15%

