



KPIs for COO / VP Operations / Production Manager

- **Cost of Quality:** The total value of the following scrap and rework inventory transactions reported by yesterday, one week ago, 30 days ago, 90 days ago, and one year ago. Link to a bar chart showing total cost of quality for the past 14 days and a line chart showing by company the cost of quality for the past 14 days by component. (IFS Manufacturing module)
 - Scrap – ‘INVSCRAP’
 - SO Component – ‘SOMTRLV-’
 - Assembly scrap – ‘OPFEED-SCP’
 - Cost of rework – ‘SOREP-’
- **Customer Orders Due to Ship:** Number and dollar value of customer orders due to ship today and for next seven calendar days. Link to bar charts displaying information for summarized companies and values by company for today and next seven days by day. (IFS Distribution module)
- **Customer Orders Entered:** Number of orders and dollar value of orders by company for today, yesterday, and the past seven calendar days, with line and bar charts showing the number of orders and order values for the past 14 days by day. A link displays information for summarized companies and by company values. Provides two additional numbers: Current year to date and last year to date dollar value of new orders by company.

This KPI shows the total of all new order records (in any state) created during the given time period. For example, if an order subsequently is cancelled after the current day, it remains in the count as an order entered, but at zero value. (IFS Distribution module)
- **Customer Returns:** Quantity and dollar value of RMAs by company for yesterday, and the past seven, 30, 90, and 365 calendar days, with line and bar charts showing the number of RMAs and RMA values for the past 14 days by day. A link displays information for summarized companies and by company values. (IFS Distribution module)
- **Employee Count:** Total number of direct labor employees and temps registered in the application yesterday, last week’s average, and last 14 week’s average. Link to bar chart showing last 14 week’s average for all companies and a line chart showing 14 week’s average by company. (IFS Human Resources module)
- **Employee Hours:** Total number of direct labor hours tracked in the application yesterday, last week’s average, and last 14 week’s average. Link to bar chart showing last 14 week’s average for all companies and a line chart showing 14 week’s average by company. (IFS Human Resources module)
- **Inventory Adjustments:** The number and value of inventory adjustments by day broken down into the following areas; Manufactured, Purchased, WIP, All Other, and Total Inventory. Link to two bar charts, one showing the total number of inventory adjustments, and the other showing the total value of adjustments for the past 14 days for total inventory, and two line chart showing similar information by company for the past 14 days. (IFS Distribution module)

- **Invoiced Sales:** The number of and value of customer invoices created by company for today, yesterday, and the past seven calendar days, with line and bar charts showing the number of invoices and values for the past 14 days by day. Link displays bar charts summarizing quantity and value by company and line charts showing the individual companies.

This KPI shows the total of all invoice records (in any state) created during the given time period. For example, if an invoice subsequently is cancelled after the current day, it remains in the count as an invoice entered, but at zero value. (IFS Financials modules)

- **Late Orders:** A measure of the promised shipment date against the actual shipment date based on the number and value of order headers past due. Orders that were late but shipped yesterday are not included in the statistics. The dollar value and number of past due orders for four time periods, one to 7 days, 8 to 14, 15 to 30, and greater than 30 days are displayed. A linked bar chart shows the value of late shipments for the past 14 days and a line chart shows statistics by company for the past 14 days. (IFS Distribution module)
- **On-time Shipments:** A measure of the promised shipment date against the actual shipment date based on the number of partial or whole orders processed. A bar chart shows the on-time shipment percentage for the past 14 days and a line chart shows statistics by company. (IFS Distribution module)
- **Payroll:** The dollar amount paid by payroll grouping (hourly and salaried) during the most recent payroll cycle. A link displays bar charts showing the total for each grouping for the past 14 payrolls. Line charts show payroll by company by grouping for the past 14 pay periods. (IFS Human Resources module)
- **Shop Orders:** The total number of shop orders that are created, currently open, active (worked on within the past 14 days), and completed. Links to a bar chart showing the totals and to a line chart showing shop orders by company. (IFS Manufacturing module)
- **Work Orders:** The total number of work orders that are created, currently open, active (worked on within the past 14 days), and completed. Links to a bar chart showing the totals and to a line chart showing shop orders by company. (IFS Maintenance module)