

KPI Checklist for CPG Companies

KPIs help CPG companies become more profitable in three main areas:



Customer and Regulatory
Compliance



Overall
Performance



Programs for
Continuous Improvement

All CPG facilities should measure these attributes, in priority order:

1



SAFETY

2



QUALITY

3



YIELD

4



PRODUCTIVITY

No higher priority should ever be sacrificed to satisfy a lower-level priority.

1. Safety KPIs

Safety KPIs include metrics for both your people and your products.



PEOPLE

Human/Workplace Safety KPIs

- Total incident rate
- Lost time incidents
- Workers compensation costs
- Quantity of accidents and near-misses
- Quantity of OSHA and EPA non-compliances

PRODUCTS

Food, Bev, & CPG Safety KPIs

- Customer complaint trend analysis
- Microbiological trends
- HACCP CCP/Preventive Control deviation history
- Regulatory compliance
- Internal and external audit compliance
- Recall avoidance and food-borne illness prevention

2. Quality KPIs



- Right-first-time pass rate
- Customer complaint trend analysis
- Nonconforming product, including incidents, quantities, and cost
- Supplier quality cost
- Customer reject RMA cost
- Sensory evaluations %
- Shelf life results %
- Label compliance %

3. Yield KPIs

Process yields at every step of the manufacturing process, as well as packaging and total product

- Packaging
- Product net giveaway
- Product waste loss process %
- Overall waste loss %



4. Productivity KPIs



- Line standards, outputs, and efficiencies
- Volume throughput
- Capacity utilization
- Total labor recovery
- Overall equipment effectiveness (OEE)
- Department and line staffing standards
- Schedule attainment and changes
- Maintenance availability (downtime/operating)
- Customer fill rate and on-time delivery rate