KPIs help F&B companies become more profitable in three main areas:

1. **SAFETY KPIs**
   - People
     - Total incident rate
     - Lost time incidents
     - Workers compensation costs
     - Quantity of accidents and near-misses
     - Quantity of OSHA and EPA non-compliances
   - Products
     - 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 %
   - 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)

3. **YIELD KPIs**
   - Process yields at every step of the manufacturing process, on each 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

All produce 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.