25 MOST IMPORTANT QUALITY METRICS
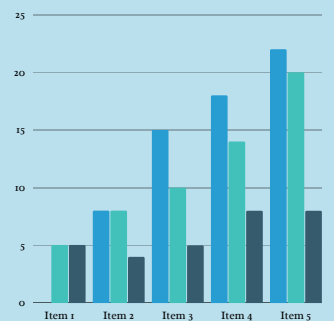
KEY PERFORMANCE INDICATORS

1. CUSTOMER

> Net Promoter Score (NPS)
> Number of Complaints per Period
> Customer Retention Rate
> Average Time to Solve
> Average Time to Respond

2. GENERAL MANAGEMENT

> Cost of Poor Quality (COPQ)
> Cost of High Quality (COHQ)
> Opportunity Estimation Metric
> Quality Team %
> Average rating score (ARS)
> Cost of quality as % of annual revenues

3. INVENTORY

> Defects Per Million (DPM)
> Scrap Rate
> Yield / Efficiency
> Throughout
> Capacity Utilization Rate

4. TIME OPTIMIZATION

> On-time delivery (OTD)
> Perfect order metric (POM)
> Average training hours per employee
> Manufacturing Cycle Time

5. PRODUCT

> Active defects
> Rejected defects
> Defects Fixed Per Day
> Severe Defects
> Supplier Defect Rate

HIGH QUALITY

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