



# Balanced Scorecard



## CUSTOMER AND QUALITY

- C1. Meet production schedules coordinated with our customers
- C2. Improve program management from program initiation to program close
- C3. Drive quality assurance into our product and every aspect of depot operations
- C4. Improve process and quality
- C5. Improve material support and inventory management within the depot

## FINANCIAL

- F1. Meet revenue and expense goals determined by scheduled workload
- F2. Improve data accuracy to enable audit readiness
- F3. Manage the depot rate for the optimal balance between CCAD and the customer
- F4. Improve Logistics Modernization Program (LMP) financial education, transactions, and business reporting
- F5. Manage resources to workload in order to mitigate risks and right size the workforce for future requirements

## EMPLOYEES

- E1. Focus on industrial and aviation safety, employee wellness, and Sexual Harassment/Assault Response & Prevention (SHARP)
- E2. Develop and retain a disciplined, flexible, and proficient multi-skilled professional workforce
- E3. Invest in the education of our workforce and leaders
- E4. Foster an environment for employees to participate in continuous process improvement
- E5. Continue to recognize and reward excellence in team and individual performance

## ORGANIZATIONAL IMPROVEMENT

- O1. Innovate, improve, and integrate process and production
- O2. Effectively communicate our strategic goals and objectives throughout the Depot, to higher headquarters, and to organic and defense industry partners
- O3. Increase our Enterprise Resource Planning (ERP) proficiency and accuracy
- O4. Implement proactive, risk-based, production-centered infrastructure support plans
- O5. Streamline the acquisition process for required materials and services