### 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

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