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DP Dependability	DP1 Perfect Order Ratio	DP11 Order Damage Free Ratio
		DP12 Orders Defect Free Ratio
		DP13 Orders On-time Ratio
		DP14 Orders In-full Ratio
		DP15 Error-free Documentation Ratio
RS Responsiveness	RS1 Order Cycle Time	RS11 Planning Frequency
		RS12 Deliver Cycle Time
		RS13 Make Cycle Time
		RS14 Sourcing Cycle Time
	RS2 Order Fill Rate	RS21 Stock Out Ratio
		RS22 Order Processing Delays
CO Cost	CO1 Supply Chain Costs	CO11 Cost of Goods Sold
		CO12 Distribution Costs
		CO13 Other Operational Expenses
AE Asset Efficiency	AE1 Cash Conversion Cycle	AE11 Days Receivables Outstanding
		AE12 Days of Inventory
		AE13 Days Payables Outstanding
	AE2 Fixed Asset Turns	AE21 Gross Fixed Assets
		AE22 Asset Depreciation Ratio

SALES & SUPPORT OPERATIONS

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