

Key Performance Indicators

XXXXX -
XXXXXX

**Industry
Average**

**Industry
Best**

Total Store (All hours excluding Store Mgr & Co-Mgr)

Sales Per Labor Hour	\$98	\$104	\$135
Payroll % (not including benefits)	11.7%	9.8%	5.8%
Price Accuracy %	94.0%	90.9%	99.5%
Sales Per Square Foot	\$8.45	\$13	\$22
Average Items Per Customer	14.7	10.7	16
Sales Per Customer	\$23.02	\$18.49	\$30.24
Supply % to Sales	--	2.1%	1.2%
Shrink % to Sales	--	1.3%	0.5%

Total Perishables

Sales as a % To Total Store	--	31%	46%
Sales Per Labor Hour	--	\$121	\$162

Front End (includes Cash Office, Service Desk, Management)

Customers Per Cashier & Bagger Hour	13.4 (3-store)	17	22
Sales Per Labor Hour	\$252	\$306	\$360
Cash Office - Hours Used Weekly	125(3-store)	72	35
Items Per Minute Scanning (Bi-optical)	20.4	24	32
Bagger to Cashier Ratio (Bagger Hours % to total)	48%	87%	50%
Items per Bag	5.1	4.4	8.0
Plastic Percent	87%	82%	100%
Supply % to Sales (Bag Cost)	--	1.1%	0.5%
Scanning/PLU %	98.5%	97.4%	99.7%

Older-
data
used in
example

Grocery (includes Dairy, Frozen Foods, Management)

Sales Per Labor Hour	\$265	\$372	\$530
Out-of-stock %	5.7% (2-store)	8.2%	1.5%
Stock Crew Total Rate - Cases Per Hour	16 (3-store)	27	38
% of Replenishment 'Off Hours'	51% (3-store)	54%	90%
Payroll %	3.84%	4.9%	2.4%
Backroom Inventory as % to Weekly Sales	\$53,456 (3-store)	\$65,000	\$17,500
Backroom Inventory (Avg. Per Store)	20.5% (3-store)	28%	7%
Shrink % to Sales	--	.92%	(.45)

Note: All measures are total company unless otherwise noted.