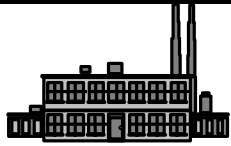


# 1996 Georgia Manufacturing Survey Respondent Benchmark Report

## Operating Indicators: Reported figures for 1996 and Percent Change from 1994



	REPORTED BY YOUR ESTABLISHMENT		Top 25% Chemical Industry 26-99 Empl.	Top 25% of All Manufacturers
	1996	% Change 94-96	% Change 94-96	% Change 94-96
• Sales	\$2,000,000	\$33.3%	50.0%	33.3%
• Average Wages	\$25,000	14.6%	11.5%	13.0%
• Productivity (Value-added per employee)	\$166,666.7	14.6%	87.5%	26.3%
• Training \$ per Employee	\$600	-5.7%	280.0%	103.7%
• Inventory Turns	33.3	100.0%	433.3%	27.5%
• Employees Using Computers Weekly	0.0%	---%	100.0%	100.0%
• Lead Time (days)	.90	0.0%	50%	0.0%
• Customer Reject Rate	0.0%	---%	0.0%	0.0%

## Key Performance Indicators



	REPORTED BY YOUR ESTABLISHMENT	Top 25% Chemical Industry 26-99 Empl.	Top 25% of All Manufacturers
• Percent of Sales Exported	0.0%	5.0%	8.0%
• Percent of Sales Premium Priced	.8%	30.0%	50.0%
• Use of Inter-firm Collaboration	NO	YES	YES

## Use of Business Practices & Technology



	USED BY YOUR ESTABLISHMENT	Top 25% Chemical Industry 26-99 Empl.	Top 25% of All Manufacturers
• Just-in-time inventory system (JIT)	YES	YES	YES
• MRP II Software	NO	YES	YES
• Employee Teams	YES	YES	YES
• Statistical process/quality control (SPC/SQC)	YES	NO	YES
• Use of the Internet	NO	YES	YES
• Doing Business Electronically	NO	YES	YES
• Computer aided design/ manufacturing (CAD/CAM)	NO	YES	YES
• ISO 9000/QS 9000	NO	YES	NO

## What Do These Benchmarks Mean for You?

These customized results of the 1996 Georgia Manufacturing Survey compare your facility's responses to those of other manufacturers statewide.

### **Comparison Groups**

Your company was classified into one of 26 broad, industry comparison groups based on industry type and facility employment, based on the Georgia Department of Industry, Trade, and Tourism's *Georgia Manufacturing Directory*.

### **% Change**

(1996 figures- 1994 figures)/ 1994 figures.

### **Top 25%**

The upper 25 percent of manufacturers with the highest changes in a positive way—increases or reductions—on a measure.

### **Sales**

Total annual sales or value of shipments or production.

### **Average Wages**

Average wages are (total payroll/number of employees).

### **Productivity**

Productivity or value added per employee = (sales - cost of materials, parts and services)/(number of employees).

### **Training \$ per employee**

Money spent on training for all employees.

### **Inventory Turns**

Sales divided by total inventory on hand. Often means high on-time delivery.

### **Employees Using Computers Weekly**

% of employees using a computer or programmable machine control on a weekly basis as part of their jobs

### **Lead Time**

Calendar days between production start and finish.

### **Customer Rejection Rate**

The percent of product shipments that customers reject for defects or not-to-spec conditions.

### **Percent of Sales Exported**

% of sales that was shipped to customers outside the U.S.

### **Percent of Sales Premium Priced**

% of sales from orders where you were able to charge a

price premium over your competitors based on distinctive characteristics of your product(s) or specialized processing capabilities.

### **Use of Inter-firm Collaboration**

Your firm participates with other firms in: cooperative design or new product development, cooperative manufacturing, cooperative training, quality assurance/ISO 9000 user groups, or cooperative marketing.

### **Just-in-time inventory system (JIT)**

Materials are ordered from suppliers when necessary rather than building up inventory.

### **MRP II Software**

This software tool helps to track and improve estimates of costs, time and materials for jobs, leading to less need for bumping scheduled jobs and financial savings.

### **Employee Teams**

Employee teams used for problem solving and continuously improving operations can improve quality and productivity and help operations run more smoothly.

### **Statistical process/quality control (SPC/SQC)**

Systematic monitoring of an operation for faulty production, focusing on significant deviations from specification. Such methods can improve quality and reduce waste.

### **Use of the Internet**

Use of the Internet, World Wide Web, on-line services.

### **Doing Business Electronically**

Electronic business involves sending or receiving orders, mail, invoices and payments electronically. Manufacturers doing business electronically generally have better on-time performance, less need to bump scheduled jobs, and lower manufacturing lead time.

### **Computer aided design/manufacturing (CAD/CAM)**

Use of computers to control and monitor various manufacturing systems based on specifications in product design software.

### **ISO 9000**

ISO 9000 is an international quality standard. Major customers are requiring that their suppliers become ISO 9000 certified.

*Georgia Tech offers services in all these areas.*