

Online Satisfaction

Goal: >85%

LW:

QTD:

BOPIS

LW

QTD

BOSS

LW

QTD

Online
Satisfaction

Goal: >85%

Average Time
To Pick

Goal: <60 min

% Orders
Fulfilled On Time

Goal: 100%

Fundamental Five

Accurate/Undamaged Order

Timely Pick

Time To Be Helped

Total Transaction Time < 5min

Friendly, Knowledgeable and Enthusiastic
Associate