Sears Total Performance Indicators
Work
Work
$1.6 BILLION CAPITAL PROGRAM
• REINVESTMENT IN THE BUSINESS
• DEPARTMENT STORE REMODELS
• HARDWARE STORES
• HOMELIFE STORES
• HOME SERVICES
• SEARS TIRE GROUP
• INFORMATION SYSTEMS
• EDUCATION & TRAINING
SEARS
SEARS
Attitude About Job and Company
1
Competition
Shop
Invest
Associate's Perception of Service
MERCHANDISE SELECTION
ASSOCIATE AVAILABILITY
PRICE
HELPFUL
COMPETENCY
3
Customer Retention
4
Revenue Growth
5
Operating Income Margin
6
ROA (Return On Assets)
Inventory and Space Productivity
2
Customer Satisfaction
Competition
Shop
Invest