Field Contents Technician & Pack-Out Crew Lead: Performance Metrics, Margin Tracking & Cycle-Time KPIs

Canonical Web Version: https://restorationintel.com/field-contents-technician-pack-out-crew-lead-performance-metrics/

Direct Answer: Field Contents Technicians and Pack-Out Crew Leads should be measured on density-adjusted boxes per labor hour, first-pass QA re-inspection pass rate, chain-of-custody scan error rate, breakage incident rate, and pack-out-to-vault cycle time so speed targets never come at the expense of documentation fidelity or contents safety.

Field Benchmark & Decision Matrix

Practitioner KPI	Exact Field Formula	Operational Target Range	What Causes Metric Drift	Counterbalance Metric
Boxes Packed per Labor Hour (Tiered)	Total Properly Packed Cartons / Direct On-Site Packing Hours (split by fragile vs bulk room)	2.5-4.0 fragile; 4.5-7.0 mixed; 6.0-9.0 bulk/wardrobe	Waiting on supplies, crowded hallway staging, or poor box-number pre-allocation	Minimum carton fill density & breakage incident log
First-Pass Re-Inspection Pass Rate	Audited Rooms & Boxes Passing Gate 1-4 Without Rework / Total Audited Units	>= 95% first-pass approval at site & dock check	Skipped cabinet corners, blurry rating plates, single-face labels, over-50-lb cartons	Total on-site QA check minutes per job
Chain-of-Custody Scan Error Rate	(Unmatched Truck Scans + Orphan Boxes + Missing Tags) / Total Containers Moved	< 1.0% error rate (zero unresolved missing cartons)	Multi-tech duplicate box IDs, unsynced tablet batches, illegible handwriting	Same-day dock-to-vault reconciliation completion
Field Breakage & Handling Incident Rate	Confirmed Crew-Caused Broken/Scuffed Items / Total Packed & Handled Items (per 1,000)	< 2 incidents per 1,000 items (< 0.2%)	Glass-on-glass contact, wet-wrap blush, missing load bars, unpadded door jambs	Packing paper & pad-wrap consumption compliance
Field-to-Desk Rework Bounce Rate	Lines Bounced by Estimator for Missing Specs or Photos / Total Scheduled Lines	< 4% of submitted lines requiring crew clarification	Missing tape-in-frame dimensions, flash glare on model tags, vague 'misc' notes	Average documentation seconds per Tier-1 asset
Pack-Out-to-Vault Check-In Cycle Time	Hours Elapsed From Final Carton Seal on Site to Warehouse Vault Bay Assignment	Same business day (<= 4 hrs post-truck arrival)	Unloaded pallets left un-scanned overnight in receiving aisle	Dock overtime hours per job
Labor & Supply Variance vs. Scope	(Actual Crew Hours + Carton/Wrap Spend - Scoped Estimate) / Scoped Budget	Within +/- 8% of approved pack-out scope	Unlogged stair carries/crating, wasted half-used paper rolls, extra drive runs	Change-order & access-complexity photo log rate

Practitioner Operational Takeaways

• Track density-tiered boxes per labor hour separately from walkthrough intake, floor protection, and pad-wrapped furniture hours.

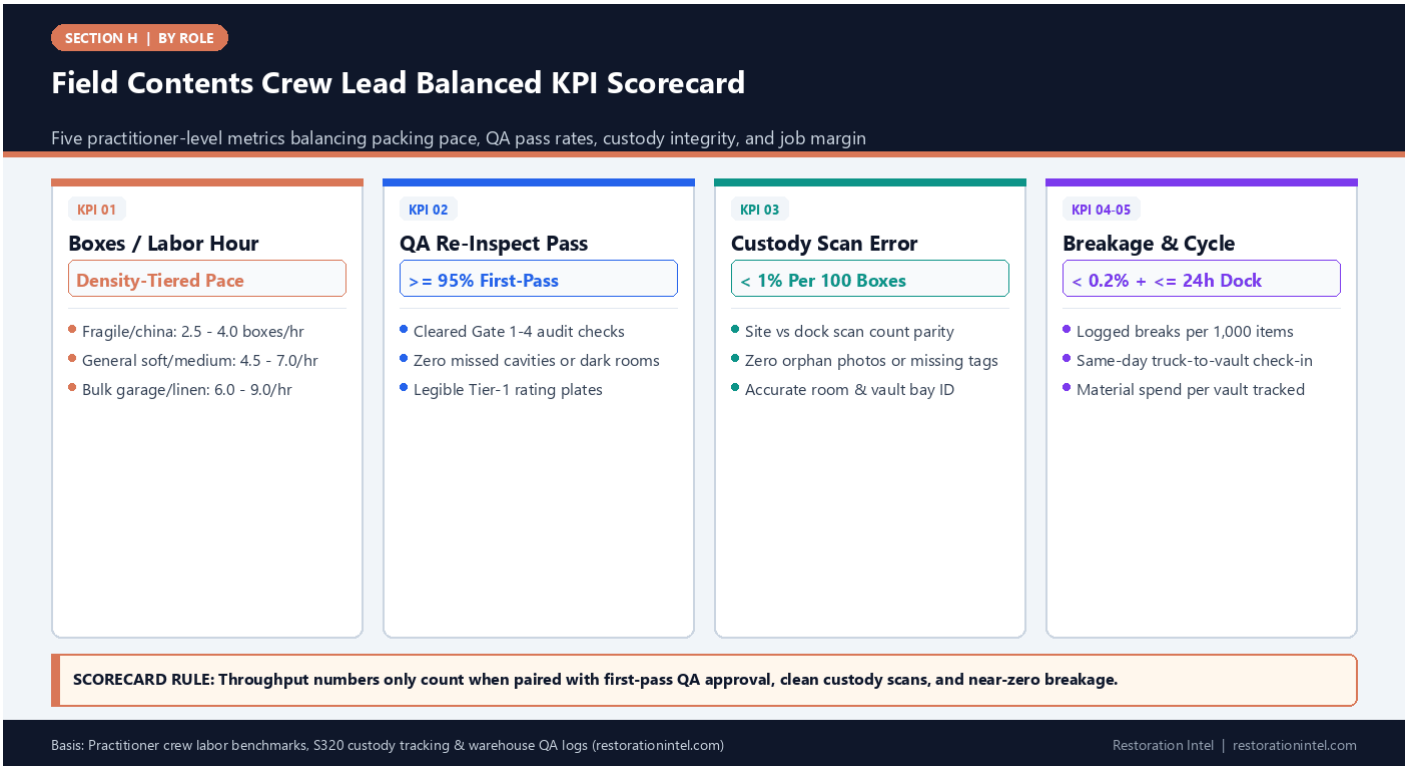
• Measure first-pass QA re-inspection pass rates (target >= 95 percent) across Gate 1 room sweeps, Gate 2 carton integrity, and Gate 3 Tier-1 photo legibility.

• Enforce under 1 percent chain-of-custody scan error rate with same-day site-to-dock reconciliation and zero unresolved missing boxes.

• Log every confirmed handling or transit breakage incident per 1,000 items handled, separating crew root causes from pre-loss damage.

• Monitor field-to-desk rework bounce rates (target under 4 percent) and supply/labor variance against scoped budgets before job close.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):**
https://restorationintel.com/field-contents-technician-pack-out-crew-lead-performance-metrics.md

• **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/

• **Restoration Industry Association (RIA):** https://www.restorationindustry.org/

• **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/

• **ANSI/IICRC S700 Fire & Smoke Restoration Standard:** https://iicrc.org/s700/