

Customer Backorder Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Customer Backorder Rate

Definition & Measurement Details



What is Customer Backorder Rate?

The total number of customer orders delayed (backordered) due to the company being out of stock divided by the total number of customer orders placed over the same period of time, as a percentage.

Why should this KPI be measured?

Customer Backorder Rate is an indicator of how well the company stocks products that are in demand from its customers. A high value for Customer Backorder Rate indicates that the company has insufficient

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of customer orders that are delayed in shipment due to the company being out of stock, and (2) the total number of customer orders placed during the

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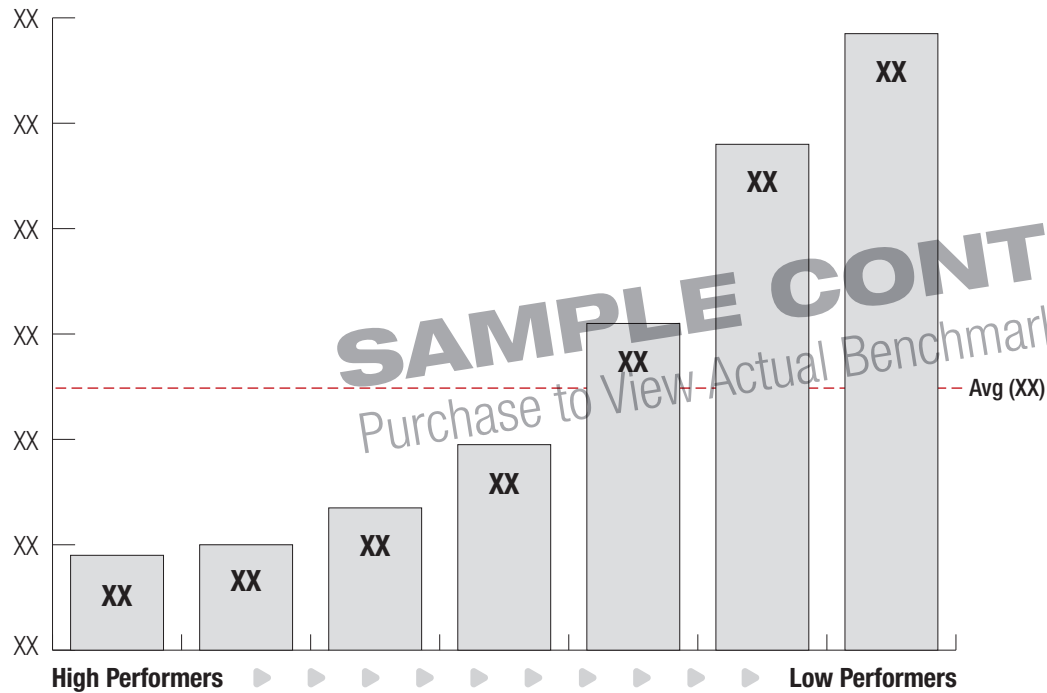
Customer Backorder Rate

Benchmarks & Characteristics of High Performers



Customer Backorder Rate

(Number of Customer Orders Delayed due to Backorder / Total Number of Customer Orders Placed) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888