

Customer Order Fill Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Customer Order Fill Rate

Definition & Measurement Details



What is Customer Order Fill Rate?

The total number of customer orders that are shipped with all agreed upon lines/units divided by the total number of customer orders shipped over the same period of time, as a percentage.

Why should this KPI be measured?

Customer Order Fill Rate is an indicator of how well the company stocks products that are in demand from its customers. A low value for this KPI indicates that the company has inefficient demand planning and

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of customer orders that are filled completely, and (2) the total number of customer orders shipped over the same period. An order is

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