

Order Shipment Cycle Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Order Shipment Cycle Time

Definition & Measurement Details



What is Order Shipment Cycle Time?

The number of hours required to process a customer order, from the time when the order is placed until the time the order is shipped by the supplier.

Why should this KPI be measured?

Order Shipment Cycle Time measures the speed and productivity with which suppliers process and prepare orders for delivery to their customers. A high value for this KPI may be related to a number of

How is this KPI calculated?

The times of two events are used to derive this KPI: (1) the time that a customer places an order, and (2) the time that the order is shipped by the supplier. The KPI is the difference of these

ABRIDGED CONTENT
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Order Shipment Cycle Time

Benchmarks & Characteristics of High Performers



Order Shipment Cycle Time

Sum of Time to Ship Customer Orders / Total Number of Customer Orders Shipped



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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