

# On-time Customer Order Delivery Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# On-time Customer Order Delivery Rate

## Definition & Measurement Details



### What is On-time Customer Order Delivery Rate?

The total number of shipments received by customers on or before the committed ship or delivery date divided by the total number of shipments made over the same period of time, as a percentage.

### Why should this KPI be measured?

On-time Customer Order Delivery Rate measures the ability to adhere to target shipment dates when fulfilling customer orders. A relatively low rate of on-time customer deliveries may suggest bottlenecks in

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the total number of shipments received by customers on or before the committed ship or delivery date, i.e., on or before the target shipment date, and (2) the total number of shipments

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# On-time Customer Order Delivery Rate

Benchmarks & Characteristics of High Performers



## On-time Customer Order Delivery Rate

(Number of Shipments Received by Customers On Time / Total Number of Shipments Made) \* 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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