On-time Customer Order Delivery Rate

Benchmarks, Definition & Measurement Details





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.



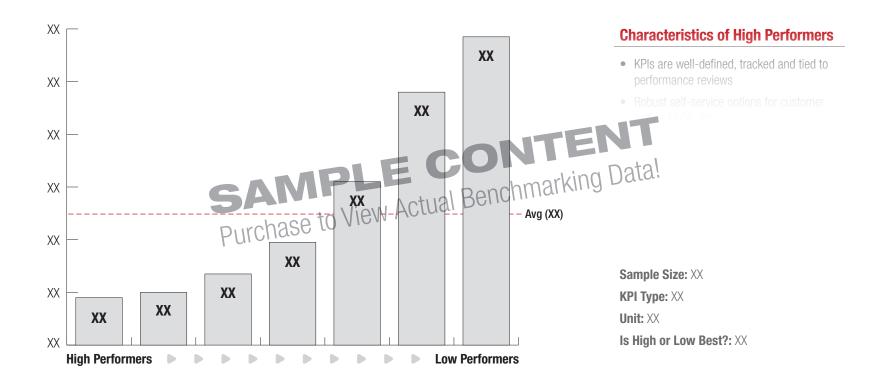
On-time Customer Order Delivery Rate

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



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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