

# On-time Supplier Delivery Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# On-time Supplier Delivery Rate

## Definition & Measurement Details



### What is On-time Supplier Delivery Rate?

The number of orders received from suppliers on or before the committed delivery date divided by the total number of orders received from suppliers over the same period of time, as a percentage.

### Why should this KPI be measured?

On-Time Supplier Delivery Rate measures the reliability of the company's suppliers with regards to delivering shipments on-time. A relatively low value for this KPI may indicate that the company practices poor delivery

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of orders received from suppliers on or before the committed delivery date, and (2) the total number of orders received during the same

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# On-time Supplier Delivery Rate

Benchmarks & Characteristics of High Performers



## On-time Supplier Delivery Rate

(Total Number of Orders Received from Suppliers On Time / Total Number of Orders Received from Suppliers) \* 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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