

Percentage of Backorder Dollars

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Backorder Dollars

Definition & Measurement Details



What is Percentage of Backorder Dollars?

The total dollar value of orders delayed in shipment due to the company being out of stock divided by the total dollar value of orders placed over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Backorder Dollars is an indicator of how well the company stocks products that are in demand from its customers. A high 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 dollar value of customer orders that are delayed in shipment due to the company being out of stock, and (2) the total dollar value of customer orders placed during

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Percentage of Backorder Dollars

Benchmarks & Characteristics of High Performers



Percentage of Backorder Dollars

(Dollar Value of Orders Delayed in Shipment / Total Dollar Value of Orders Placed) * 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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