

Percentage of Customer Orders with Correct Documentation

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Customer Orders with Correct Documentation

Definition & Measurement Details



What is Percentage of Customer Orders with Correct Documentation?

The total number of orders received by customers that contain accurate documentation (invoice, ASN, packing slip, etc.) divided by the total number of orders received by customers over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Orders with Correct Documentation measures the diligence with which the company provides accurate forms (invoices, advanced shipping notices, packing slips, etc.) for their shipments.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of orders sent to customers with correct documentation and (2) the total number of orders. The measurement period includes

ABRIDGED CONTENT
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Percentage of Customer Orders with Correct Documentation

Benchmarks & Characteristics of High Performers



Percentage of Customer Orders with Correct Documentation

(Number of Orders Sent to Customers with Correct Documentation / Total Number of Orders Sent to Customers) * 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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