Perfect Customer Order Rate

Benchmarks, Definition & Measurement Details





Perfect Customer Order Rate

Definition & Measurement Details



What is Perfect Customer Order Rate?

A composite score calculated by multiplying average on-time delivery rate, complete shipment rate, undamaged shipment rate and correct documentation rate for a certain period of time or group of shipments, as a percentage.



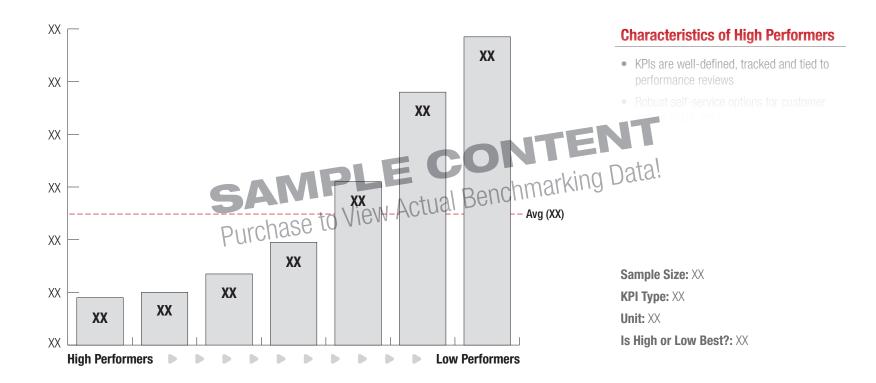
Perfect Customer Order Rate

Benchmarks & Characteristics of High Performers



Perfect Customer Order Rate

On-Time Customer Order Delivery Rate * Complete Customer Order Rate * Undamaged Customer Order Rate * Percentage of Customer Orders with Correct Documentation



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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