

Perfect Customer Order Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



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.

Why should this KPI be measured?

Perfect Customer Order Rate is an overall measure of the quality, accuracy and completeness of customer shipments. A low value for this KPI can indicate a number of problems along the delivery supply

How is this KPI calculated?

Four values are used to calculate this KPI: (1) On-Time Customer Order Delivery Rate ((Complete Orders Delivered On-Time / Total Orders Delivered) * 100) (2) Complete Order Rate ((Complete Orders / Total Orders) * 100)

ABRIDGED CONTENT
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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



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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