

# Undamaged Customer Order Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Undamaged Customer Order Rate

## Definition & Measurement Details



### What is Undamaged Customer Order Rate?

The total number of customer orders that are shipped in good condition divided by the total number of customer orders shipped over the same period of time, as a percentage.

### Why should this KPI be measured?

Undamaged Customer Order Rate measures the consistency with which the company delivers undamaged shipments to its customers. A relatively low value for this KPI suggests that the company has a high

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of orders shipped to customers without any damage and (2) the total number of orders shipped during the same measurement period.

**ABRIDGED CONTENT**  
Purchase to View Full Definition & Measurement Details!

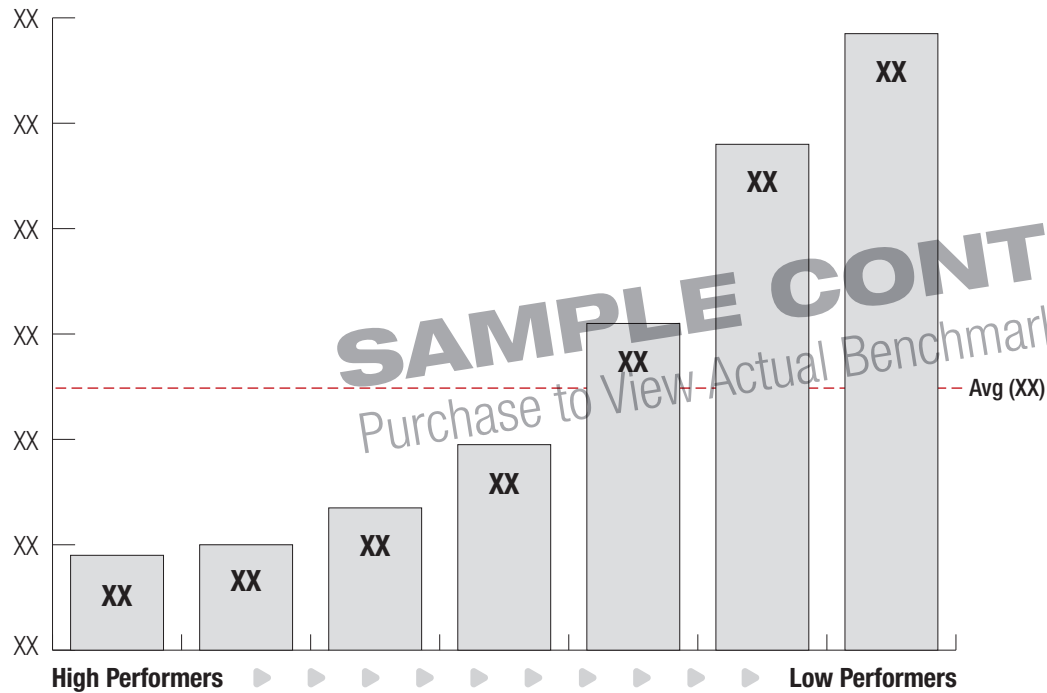
# Undamaged Customer Order Rate

Benchmarks & Characteristics of High Performers



## Undamaged Customer Order Rate

(Number of Customer Orders Shipped in Good Condition / Total Number of Customer Orders Shipped) \* 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.

# Benchmarking Report Terms & Conditions

*OpsDog KPI Reports*



© 2017 OpsDog, Inc.

The OpsDog KPI Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

## **OpsDog, Inc.**

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888