

# Undamaged Supplier Shipment Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Undamaged Supplier Shipment Rate

Definition & Measurement Details



## What is Undamaged Supplier Shipment Rate?

The total number of orders received from suppliers without any damage divided by the total number of supplier orders received over the same period of time, as a percentage.

## Why should this KPI be measured?

Undamaged Supplier Shipment Rate measures the consistency with which suppliers deliver undamaged shipments to the company. A low value for this KPI may suggest that the company has not created

## How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of orders received from suppliers without any damage, and (2) the total number of supplier orders received over the same measurement period. Damage

**ABRIDGED CONTENT**  
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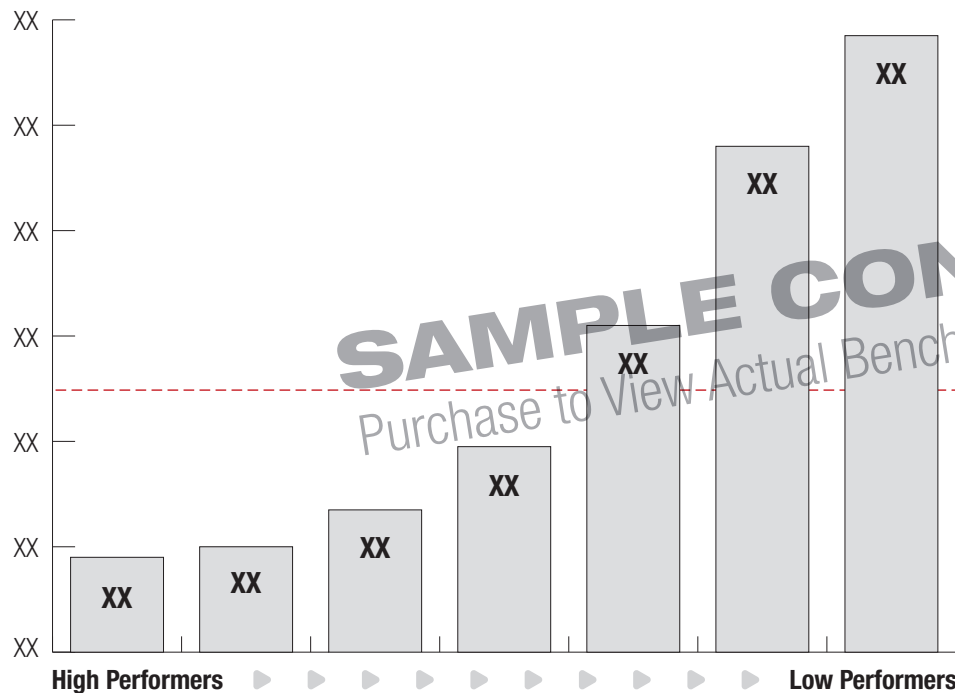
# Undamaged Supplier Shipment Rate

Benchmarks & Characteristics of High Performers



## Undamaged Supplier Shipment Rate

$(\text{Total Number of Undamaged Orders Received} / \text{Total Number of Orders Received}) * 100$



### 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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