Delivery Performance to Customer - by Date

Name | Delivery Performance to Customer - by Date
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Description | SCOR-based-definition within A1S (see literary reference section of this doc): "Delivery-Performance-to-Customer-by-Date" The percentage of orders that are fulfilled on or before the relevant reference-date (requested-date, 1st promised-date or current-promised-date).

Interpretation | The Delivery Performance is a key indicator for the level of performance a company is able to provide correct and in-time deliveries to its customers. It is a quantitative measure to benchmark an organization against, when it comes to translate customer-relationship related thinking (KPI: "Customer-Satisfaction-Index") into operational context within logistics and supply-chain related thinking (KPI: "Delivery-Performance-to-Customer").

Calculation | The calculation of Delivery-performance-to-Customer follows a multiple step approach using the following scheme below: Detailed description of the steps: # Define what dates are relevant:
- customer request-date, 1st scheduled-promised-date, current-scheduled-promised-date
- Calculation of the deviation
  | (ACTUAL vs. REQUEST-date AND/OR ACTUAL vs. 1st scheduled-promised-date)
  | Date the complete qty (relevant quantity) is delivered to customer (POD-scenario (event based): GR@customer vs. Basic-scenario (planning based): ESTIMATED delivery-date) minus date the complete qty should have been delivered to the customer.
  | Examples:
  | - Deviation to customer-request-date = 
  | goods receipt date at customer site of last partial delivery 
  | (from proof of delivery document) - requested date in sales order
  | - Deviation to 1st scheduled-promise-date = 
  | goods receipt date at customer site of last partial delivery 
  | (from proof of delivery document) - 1st promised date in sales order
  | Basic Scenario:
  | Delivery-performance-to-Customer-request-date = 
  | estimated delivery date (calculation: goods issue date of last partial delivery + transportation time) - requested date in sales order
  | *Deviation to 1st scheduled-promise-date = 
  | estimated delivery date (calculation: goods issue date of last partial delivery + transportation time) - 1st promised date in sales order # Compare results against defined threshold value (configurable by customer individually due to strong industry dependence etc. - see details below), where delivery still is treated as "punctual" (e.g. -2-days-early / +1-day-late still would be accepted as "fulfilled-on-time")
  | Deviation should be rated by customer (specify quantitatively for EARLY / LATE deliveries to be still assessed as "punctual" (à depends on industry and individual customer)
  | Possible Criteria:
  | product, product category, customer, customer group, business unit, business line, sales and distribution channel, material division, planner, planner group, supplying-plant (site + logistics division), manufacturing strategy, order priority, order type (e.g. standard sales order vs. rush order)
  | Maximum no. of combined criteria: 3
  | Defaults for all entries always fulfill SCOR-definition (percentage of all deliveries that are delivered before and on time) is basis for the KPI-Calculation. So the default for all products is set to 9999 days for EARLY delivery and 0 days for LATE delivery.
  | If a single value is maintained this overwrites group values (e.g. if a single product is maintained, this threshold overwrites the threshold maintained for the product group this product belongs to) # List all items (schedule lines) are treated independently of each other, since they do not hold the same dates, but only the same product-ID with date deviation and state, whether delivery is in-time (at thresholds) (for later query on list) or out-of-range.
  | Output of delivery performance [BPX:%] on different aggregation levels (e.g. customer, product, product group, sales area):
  | "Delivery-Performance-to-Customer" = No. of-Orders-"punctually" Delivered / Total-no.-of-Orders" Examples:

Unit of Measure | [BPX:%]
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Direction of Improvement | maximize

Industry Relevance | ALL industries that incorporate physical goods (different variants of use).

Country Relevance | GLOBAL