

Key Performance Indicators – Deliver service to customer

Nos.	Key Performance Indicators	Definition	Formula
1.	Delivery - On-time	Measures on-time delivery, a key factor in satisfying customers.	Number of orders (for products or services) delivered on time as a % of total number of orders delivered
2.	Customer- order lead-time	A measure of the amount of time required to fill a customer order, from receipt to final shipping or delivery.	Time elapsed from the receipt of an order until the finished product is either shipped or delivered to the customer
3.	Delivery Schedule Deviation	This indicates how well a business is meeting its commitment for delivery promises. A lower figure shows better performance.	$(\text{Number of Customer Orders which were not delivered when Promised} / \text{Number of Orders Received}) \times 100\%$
4.	Customer retention cost	This is a measure of the cost involved in retaining customers.	Average cost of retaining existing customer
5.	Customer acquisition cost	This is a measure of the cost involved in attracting or retaining customers.	Average cost of attracting new customers