

Performance Report for: Fleming Manufacturing

Period Covered 3/01 thru 9/01

Your company can't prosper if your vendors are second rate. Your vendors can't improve if they don't track their performance, analyze results or correct their weaknesses.

Here are the two most important measurements we use to improve.

1. Fill Rate:

A. Line item fill rate = Lines shipped 100% complete / Total lines ordered

	Lines ordered	Shipped 100%	Percent complete
Stock line items:	1860	1840	98.92
Non-stock line items:	384	367	95.57
Total line items:	2244	2207	98.35

B. Order fill rate = Orders shipped 100% complete / Total orders

	Orders	Shipped 100%	Percent complete
Orders containing all stock items:	1860	1840	98.92
Orders containing non-stock items:	384	367	95.57
Total line items:	2244	2207	98.35

2. Accuracy/Reliability Rate:

Based on how well we adhere to our \$100 service guarantees.

	Line items shipped	\$100 credits issued	\$ amount of credit	Accuracy/Reliability
For all customers:	171667	29	\$2,900	99.98%
For you:	1,427	0	0	100%