source

Source Supplies
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Key Performance Indicators

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Key performance indicators (KPIs) are essential for monitoring performance, identifying areas for improvement, and ensuring operational efficiency. Here are some of the most important KPIs we aim to.

1. *On-Time Delivery (OTD)*
   - **Definition:** The percentage of deliveries made on or before the promised date.
   - **Importance:** Measures reliability and customer satisfaction.

2. *Order Accuracy*
   - **Definition:** The percentage of orders delivered correctly without errors.
   - **Importance:** Reflects the quality of order fulfilment and impacts customer satisfaction.

3. *Order Cycle Time*
   - **Definition:** The average time taken to fulfil an order from receipt to delivery.
   - **Importance:** Measures operational efficiency and impacts customer satisfaction.

4. *Customer Complaints*
   - **Definition:** The number of complaints received from customers.
   - **Importance:** Directly impacts customer satisfaction and loyalty.

5. *Carbon Footprint*
   - **Definition:** The total emissions caused by Source operations, calculated based on fuel consumption, energy use, and other operational factors. Source also measure their use of plastics, in particular the reduction of single use plastics.
   - **Importance:** Reflects the environmental impact and sustainability practices.

6. *Follow Ups*
   - **Definition:** The number of orders delivered incomplete.
   - **Importance:** Helps in managing and reducing operational costs, measures stock control accuracy, flags potential customer dissatisfaction and can highlight trends of ordering off-list.

7. *Follow Ups*
   - **Definition:** Timely and accurate invoicing procedure to work in harmony with Cleanology systems and processes.
   - **Importance:** Ensures precise accounting and minimal hindrance to cashflow.

Tracking these KPIs allows Source and our customers to optimise processes, enhance customer satisfaction, and improve overall efficiency and profitability.