

# Key logistics metrics

Category & sub-category		Key metric
Warehousing	Storage	<ul style="list-style-type: none"> <li>• Average CM stored monthly</li> <li>• Warehouse cost as a % of cost of product value</li> <li>• Peak CM stored monthly</li> <li>• Lost stock value (damage, theft, avoidable expiry)</li> <li>• Inventory count accuracy</li> <li>• Absolute total unit count accuracy</li> <li>• Carrying cost of inventory</li> <li>• Expired, damaged, missing stock value and units</li> <li>• Back orders</li> <li>• Inventory Days of Supply</li> <li>• Inventory Turnover</li> <li>• Invoice accuracy</li> <li>• Complete and timely data reporting</li> <li>• Admin/management costs as % of warehousing spend</li> <li>• Client satisfaction</li> <li>• Stock according to plan</li> <li>• Storage utilization rate</li> </ul>
	Pick, pack, dispatch	<ul style="list-style-type: none"> <li>• Order accuracy</li> <li>• Handling cost per CM</li> <li>• Internal Order Cycle Time</li> <li>• Order picking accuracy</li> <li>• On-Time Shipping Percentage</li> <li>• Orders picked per hour</li> </ul>
	Receiving	<ul style="list-style-type: none"> <li>• Percentage of supplier orders received damage-free</li> <li>• Percentage of supplier orders received accurately</li> <li>• Dock to stock cycle time in hours</li> </ul>

<b>Transport</b>	<b>Delivery performance</b>	<ul style="list-style-type: none"> <li>• Percentage of late deliveries</li> <li>• Percentage of in full deliveries</li> <li>• Percentage of damaged items</li> <li>• Number of insurance claims</li> <li>• Correct documentation</li> <li>• On-time collection</li> <li>• Cycle time from request to pick up</li> <li>• Damage, short, over (DSO) in units or dollars</li> <li>• Units lost/damaged</li> <li>• Correct paperwork</li> <li>• POD submitted on time</li> </ul>
	<b>Delivery cost</b>	<ul style="list-style-type: none"> <li>• Transport costs as a percentage of cost of goods</li> <li>• Average cost per shipment, cubic meter, unit, kg, km, route</li> <li>• Value of units lost/damaged</li> </ul>
<b>Private sector engagement</b>		<ul style="list-style-type: none"> <li>• Number of providers identified by category</li> <li>• Number of providers bidding RFPs by category</li> <li>• Number of providers awarded to by category</li> <li>• Spend per provider by category</li> <li>• Frequency market is assessed by category</li> <li>• Frequency RFPs are issued for by category</li> <li>• Length of contract by category</li> <li>• Number of times providers are removed/added by category</li> <li>• Number of times contracts have been renewed to the same transport/warehouse provider</li> <li>• Duration of time RFPs are advertised</li> <li>• Duration of time bidders have to respond</li> </ul>