

Customer service

86.09% **Ontime target**

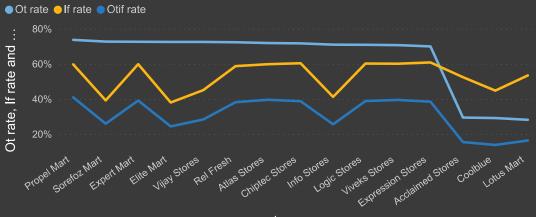
76.51% Infull target

65.91% Otif target

65.96% LIFR

96.59% **VOFR**

Ot rate, If rate, Otif rate, Sum of in_full, Sum of on_time and Sum of otif by customer_name



| Customer Name | Total orders | Ot rate | If rate | Otif rate | LIFR | VOFR |
|--------------------------|--------------|---------|---------|-----------|--------|--------|
| Acclaimed Stores | 3510 | 29.43% | 52.36% | 15.47% | 58.93% | 95.85% |
| Atlas Stores | 1646 | 71.81% | 59.78% | 39.55% | 75.48% | 97.58% |
| Chiptec Stores | 1642 | 71.62% | 60.35% | 38.73% | 75.61% | 97.58% |
| Coolblue | 2437 | 29.13% | 44.73% | 13.75% | 51.53% | 95.08% |
| Elite Mart | 1637 | 72.45% | 37.94% | 24.37% | 52.74% | 95.29% |
| Expert Mart | 1657 | 72.54% | 59.81% | 39.11% | 75.48% | 97.44% |
| Expression Stores | 1662 | 69.92% | 60.83% | 38.39% | 75.28% | 97.54% |
| Info Stores | 1669 | 70.94% | 41.16% | 25.52% | 53.05% | 95.24% |
| Logic Stores | 1676 | 70.82% | 60.14% | 38.78% | 74.39% | 97.45% |
| Lotus Mart | 3550 | 28.11% | 53.35% | 16.34% | 60.08% | 96.01% |
| Propel Mart | 2424 | 73.64% | 59.74% | 40.92% | 75.62% | 97.70% |
| Rel Fresh | 2457 | 72.32% | 58.69% | 38.18% | 74.54% | 97.43% |
| Sorefoz Mart | 1661 | 72.67% | 39.19% | 25.89% | 53.40% | 95.33% |
| Vijay Stores | 2468 | 72.45% | 44.98% | 28.28% | 59.23% | 95.87% |
| Viveks Stores | 1633 | 70.61% | 60.07% | 39.44% | 75.06% | 97.57% |
| Total | 31729 | 59.03% | 52.78% | 29.02% | 65.96% | 96.59% |

customer_name

| lotal orders by customer_name | | | | | | |
|-------------------------------|--------------|-------------|-------------------|--------------|------------|---------------------------------------|
| Lotus Mart | Vijay Stores | Coolblue | Logic Stores | Sorefoz Mart | Chipte | Elite |
| | | | 1676 | 1661 | | _ |
| 0550 | 0400 | 2437 | Info Stores | Expert Mart | | _ |
| 3550 | 2468 | 2431 | | _ ` | | _ |
| Acclaimed Stores | Rel Fresh | Propel Mart | 1669 | 1657 | 1642 | 1637 |
| | | | Expression Stores | Atlas Stores | Viveks Sto | ores |
| | | | | | | _ |
| 3510 | 2457 | 2424 | 1662 | 1646 | 1633 | |
| | | | | - | | · · · · · · · · · · · · · · · · · · · |



2.001 2.425 0.424

avg agreed delivery day Avg of actual delivery ...

Avg gap Delivery

Avg Agreed delivery day Vs Avg of actual delivery day



Delivery days



| customer_name | Avg of actual delivery day | avg agreed delivery day | Avg gap Delivery |
|-------------------|----------------------------|-------------------------|------------------|
| Lotus Mart | 3.30 | 2.02 | 1.28 |
| Coolblue | 3.28 | 2.01 | 1.27 |
| Acclaimed Stores | 3.23 | 1.98 | 1.25 |
| Expression Stores | 2.23 | 2.02 | 0.21 |
| Total | 2.42 | 2.00 | 0.42 |