## **Shipment Process** Monday to Friday Origin Channel Order is Order received (Email, Sales, placed (Day 1) Facebook) Warehouse difference first and process second class? everyday normally 2 days) <u>Legend:</u> ready to interns record the 'Ready to Ship' date ship Tracking of Data Informations Express Yes No Processing? Events / Options on Truck Scan on Truck Scan Leaves Leaves Warehouse Warehouse Warehouse Process (Day 3) (Day 4 or 5) Monday, Wednesday, Friday Outside Company transport goods on weekends but only average 3 day delivery Logistics deliver to customers from their local time to all locations Company distribution centers on weekdays Customer scans QR-code Customer receives order

## **Hypotheses:**

- 1. Warehouse process might take longer than > 2 days as expected
- 2. Last mile delivery time might be heavily depending on delivery region
- 3. The origin channel is influencing the process time
- 4. The quantity of the order is influencing the process time
- 5. The amount of orders per day is influencing the process time

## KPI's

- Shipping Time (truck scan -> customer)
- Order-lead Time (order placed -> customer)
- Pack Cycle Time (order received -> ready to ship)
  - Pick Cycle (ready to ship -> truck scan)