



**Legend:**

Tracking of  
Data

Informations

Events /  
Options

Warehouse  
Process

Outside  
Company

**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)