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**Monitoring & Measuring Delivery Timelines (On-Time in Full)**

**1. Introduction: This document outlines the processes for monitoring and measuring on-time and in-full (OTIF) delivery performance for food products. OTIF is a key performance indicator (KPI) reflecting efficiency and customer satisfaction. Consistent monitoring and analysis drive process improvements.**

**2. Key Performance Indicators (KPIs):**

* On-Time Delivery Rate: Percentage of orders delivered on or before the scheduled delivery date.
* In-Full Delivery Rate: Percentage of orders delivered with the complete ordered quantity and no discrepancies.
* OTIF Rate: Combination of On-Time and In-Full Delivery rates, offering a holistic view of delivery performance. This is typically calculated as (On-Time Deliveries \* In-Full Deliveries) / Total Deliveries.
* Average Delivery Time: Average time taken to deliver orders from order placement to delivery completion.
* Late Delivery Frequency: Number of late deliveries per period (e.g., monthly, quarterly).
* Order Discrepancy Rate: The frequency of orders with missing or incorrect items.

**3. Data Collection Methods:**

Data collection relies on the accurate recording of delivery schedules (as described in the previous section) and incorporates updates reflecting the actual delivery status:

* Automated Data Capture: Ideally, data should be automatically captured from the ERP or CRM system.
* Manual Data Entry: If manual entry is required, rigorous quality control is essential to minimize errors. Cross-checking with shipping manifests and customer confirmations is crucial.

**4. Monitoring and Reporting:**

* Regular Reporting: KPIs should be tracked and reported at regular intervals (e.g., weekly, monthly). Management reports should highlight trends and identify areas for improvement.
* Data Visualization: Use charts and graphs to visually represent KPIs and facilitate identification of trends.
* Performance Benchmarking: Compare performance against previous periods and industry benchmarks.

**5. Analysis and Improvement:**

Regular review of OTIF data allows for identification of bottlenecks and areas for improvement. Root cause analysis should be performed for consistent late or incomplete deliveries.

**6. Compliance Notes:**

* Data accuracy is critical for reliable analysis and reporting.
* Maintain clear audit trails of data collection and analysis.
* Reports must be readily available to relevant stakeholders.

**7. Practical Guidelines:**

* Utilize data visualization tools (e.g., dashboards) to present key data clearly.
* Set clear targets for OTIF performance and regularly review progress.
* Implement corrective actions based on data analysis.
* Invest in training for staff responsible for data collection and reporting.

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