



Grant Thornton













KPI Metrics Assessment

Retail



KPI Assessment – RETAIL Industry Benchmarks

● Current ● Potential

FUNCTIONAL AREA		KPI	BOTTOM TIER	MEDIAN	TOP TIER
	Direct to Consumer Commerce	B2C eCommerce Revenue Growth	< 10%	10%	15%
	B2B Commerce	B2B eCommerce Revenue Growth	< 10%	10%	15%
	Order Management	Order Fulfillment Team Efficiency	customer specific	customer specific	customer specific
	Demand Planning & Merchandising	Gross Margin	22.3%	34.7%	55.2%
	Sourcing & Supply Chain Management	Inventory Turns	< 3.4 turns	6.6 turns	18.3 turns
	CRM & Marketing Automation	Revenue Growth	-23.6%	-4.9%	10.3%
	Sales Force Automation	Revenue Growth	-23.6%	-4.9%	10.3%
	Inventory & Warehouse Management	Order Fill Rate	< 98%	98%	99.5%
	Financial Management & Reporting	Days to Close the Books	> 10 days	7 days	5 days
	Technology & BI Platform	Replace Current Systems	customer specific	customer specific	customer specific
	Human Resources	HR Team Efficiency	customer specific	customer specific	customer specific
	Budgeting & Forecasting	Days to Complete the Annual Budget Budget	> 32 days	32 days	26.5 days
★★★	Customer Service	Customer Service Team Efficiency	customer specific	customer specific	customer specific

Thank You