



Grant Thornton













KPI Metrics Assessment

MANUFACTURING



KPI Assessment – MANUFACTURING Industry Benchmarks

 Current  Potential

FUNCTIONAL AREA		KPI	BOTTOM TIER	MEDIAN	TOP TIER
	Commerce	eCommerce Revenue Growth	< 12%	12%	16.3%
	CRM & Marketing Automation	Revenue Growth	-13.4%	-2.1%	12.2%
	Sales Force Automation	Sales Team Efficiency	customer specific	customer specific	customer specific
	Order Management	Days Sales Outstanding (DSO)	102 days	68 days	44 days
	Sourcing & Supply Chain Management	Inventory Turns	2.2 turns	3.6 turns	5.6 turns
	Manufacturing	Order Fill Rate	< 97%	97%	98.5%
	Customer Service	Customer Service Responsiveness	> 8 hours	6 hours	real-time
	Financial Management & Reporting	Days to Close the Books	> 10 days	7 days	< 3 days
	Technology & BI Platform	IT Team Efficiency	customer specific	customer specific	customer specific
	Inventory & Warehouse Management	Distribution Cost as a % of Revenue Revenue	> 4.8%	4.8%	4.3%
	Human Resources	HR Team Efficiency	customer specific	customer specific	customer specific
	Budgeting & Forecasting	Days to Complete the Annual Budget Budget	> 35 days	35 days	27 days

Thank You