



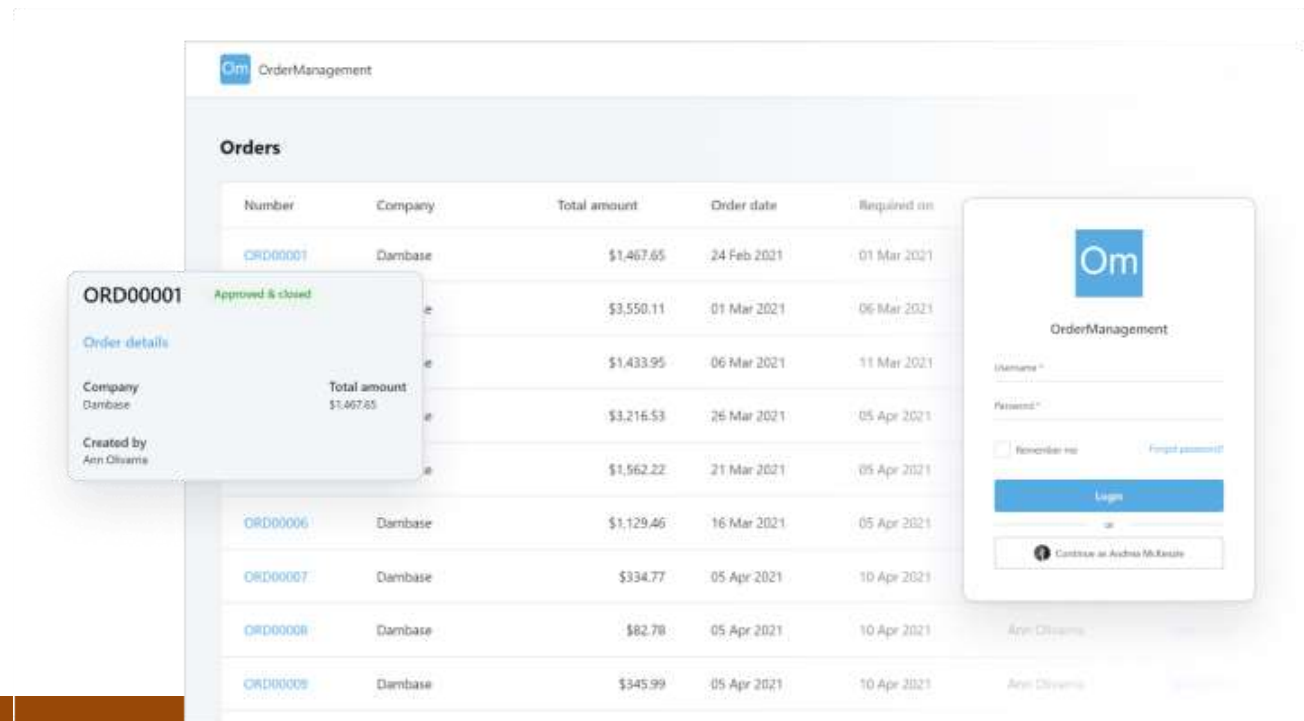
SUPPLIER PERFORMANCE



**DELAYS HIGHLIGHTING
REPORT BY SEASON**



In today's fast-paced business environment, efficient order management is crucial for maintaining customer satisfaction and meeting delivery expectations. This report aims to provide a comprehensive analysis of delays in our order management system, focusing on the performance of suppliers across different seasons. By examining the data and identifying the main issues faced during each season, we can gain valuable insights into the factors impacting our order fulfillment process.





OVERVIEW

Based on the available data, we have observed that the percentage of **delayed** orders has remained consistently high, ranging at **68.72%** from Spring-Summer 2022 to Spring-Summer 2024. This is an alarming figure that necessitates immediate attention. With nearly 70% of orders experiencing delays, it not only disrupts the supply chain but also tarnishes the company's reputation. Particularly concerning is the fact that one supplier has a 100% delay rate for their orders. Furthermore, the company has incurred **losses** amounting to **\$1.52 million** due to lost shipments.

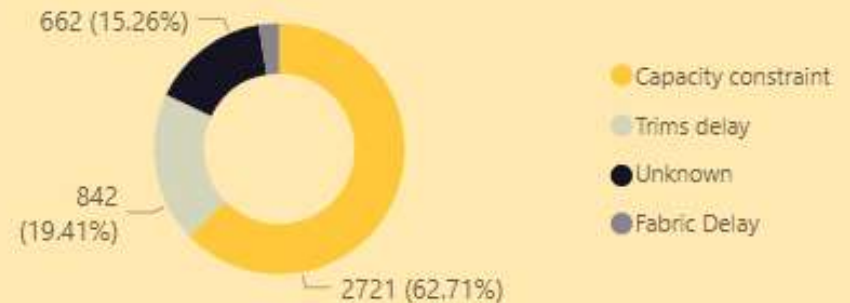
Delay Order Percentage

68.72%

Total Lost Value

\$1.52M

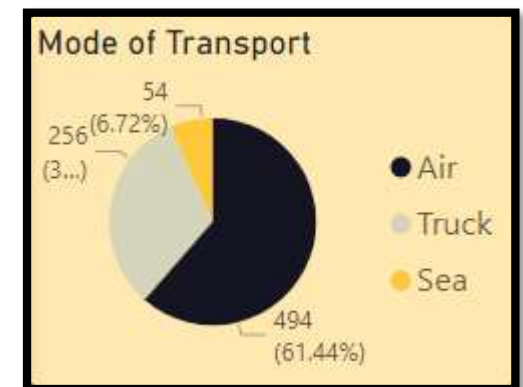
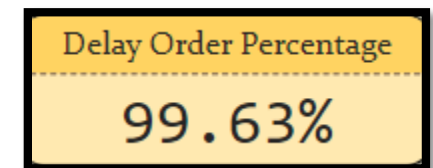
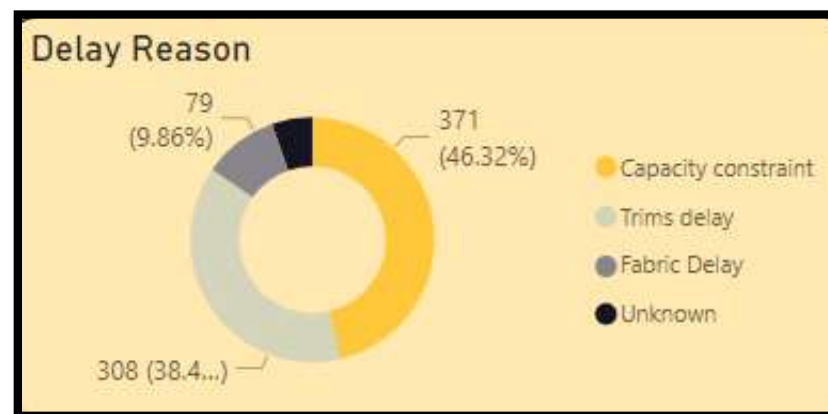
Delay Reason





SPRING – SUMMER 2022

In the Spring-Summer season of 2022, the **delay rate** for orders was nearly **100%**. The primary reason behind this situation was a **capacity constraint**, which accounted for **46.32%** of the delayed orders. Looking at the mode of transport, we observed that **61.44%** of the orders were shipped by **air freight**. It is important to note that orders transported by air freight often require expedited delivery to ensure smooth supply chain operations. However, due to the high volume of goods, particularly garments, being transported via air freight during the complex **COVID-19** pandemic, there were frequent instances of aircraft overloading and a lack of capacity for regular transportation.



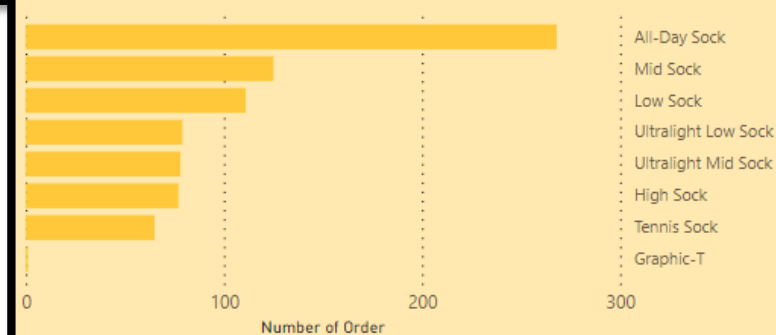


SPRING – SUMMER 2022

During this period, in addition to the nearly 100% delay rate for orders, the company also experienced significant **losses** due to lost shipments, amounting to nearly **\$120,000**. Further analysis revealed that the majority of the lost shipments consisted of socks, which are small-sized items susceptible to theft during the transportation process.

Supplier	Actual Value	Number of Order	Lost Quantity	Lost Value	% Order Delayed
Eagle Textile	\$923,197	581	27940	\$113,157	100.00%
OVERCLOTHES S.p.A.	\$206,539	222	1413	\$5,605	99.10%
RIM Tekstil A.S.	\$862	1	0	\$0	0.00%
Total	\$1,130,598	804	29353	\$118,762	99.63%

Number of Order by Model Name





Total Order

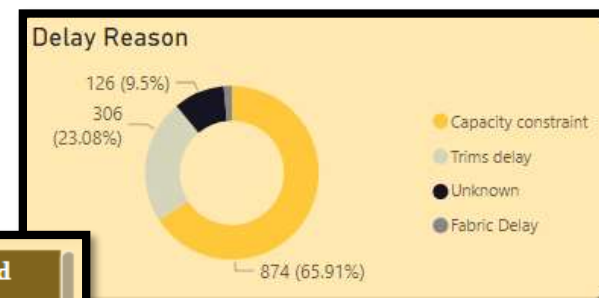
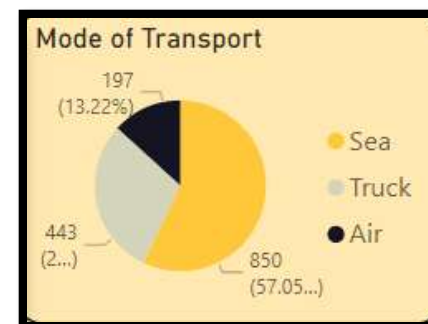
1,490

Delay Order Percentage

88.99%

FALL – WINTER 2022

The situation during the Fall-Winter season of 2022 was not much more optimistic, as the **delay rate** for orders remained high at nearly **90%**. Additionally, there were **losses** amounting to approximately **\$160,000** due to lost shipments. During this period, the majority of goods were transported via **sea freight**, accounting for **57.05%** of the shipments. The primary reason for delays continued to be a **capacity constraint**, which contributed to **65.91%** of the delayed orders. However, there was a bright spot in the Fall-Winter 2022 season with supplier **RIM Tekstil A.S.**, which had a relatively **low delay rate** of **13.91%**. In contrast, supplier **Eagle Textile** had a **100% delay rate** for the entire year of 2022.

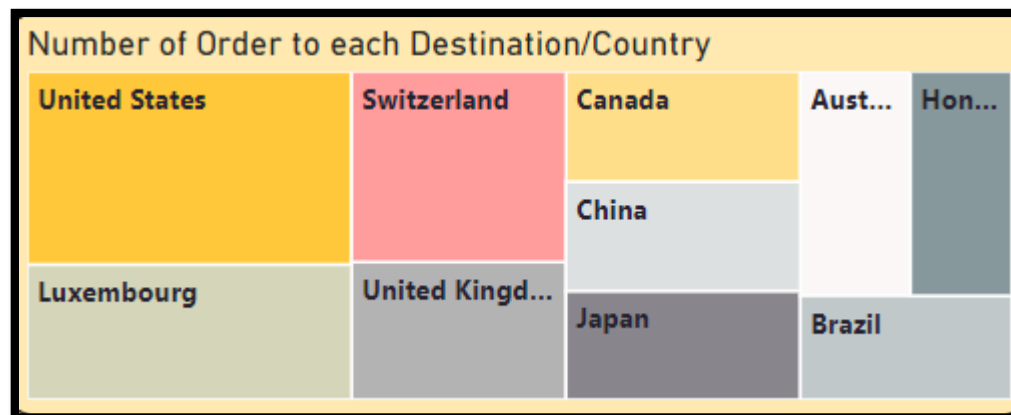
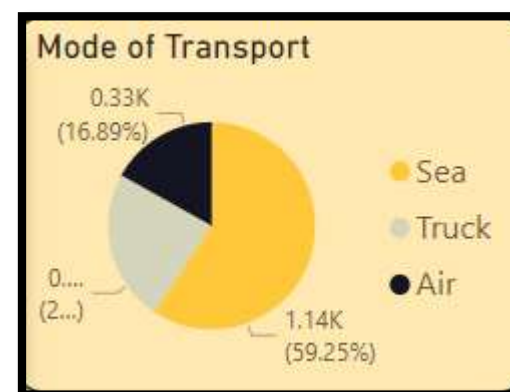
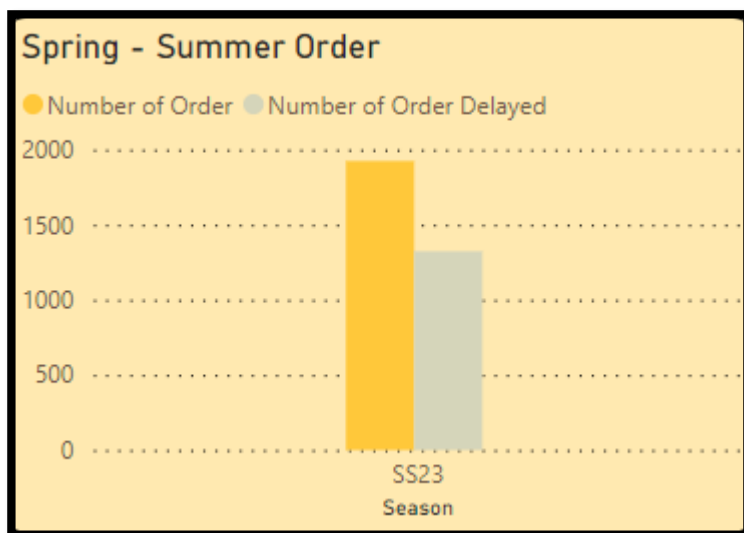
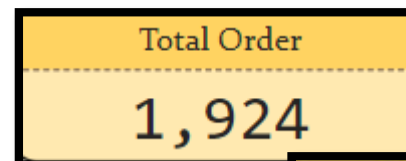


Supplier	Actual Value	Number of Order	Lost Quantity	Lost Value	% Order Delayed
Eagle Textile	\$610,358	614	18855	\$62,657	100.00%
OVERCLOTHES S.p.A.	\$609,036	689	24370	\$88,745	96.23%
RIM Tekstil A.S.	\$224,459	151	642	\$6,166	13.91%
Gunther Bohr GMBH	\$128,969	36	0	\$0	77.78%
Total	\$1,572,822	1490	43867	\$157,569	88.99%



SPRING – SUMMER 2023

The Spring-Summer season of 2023 witnessed a **significant increase** in the **number of orders**, reaching a total of **1,924 orders**. However, this increase in order volume was accompanied by a proportional rise in the value of lost shipments. During this period, the **value of lost shipments** amounted to around **\$262,000**.





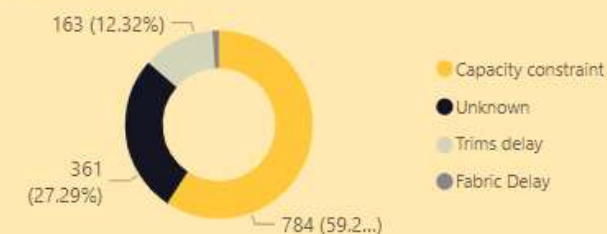
SPRING – SUMMER 2023

Focusing on the delay rate for orders, it is notable that in this season, **4 out of 5** suppliers had a **delay rate** close to or approaching **100%**. However, the remaining supplier, **Eagle Textile**, showed a **considerable improvement** in their delay rate compared to 2022, with a rate of only **36.61%**. **Eagle Textile** was also the supplier with the **highest number of orders**, which contributed to an overall decrease in the **delay rate** for the **entire season**, averaging at **68.76%**. Additionally, **Eagle Textile** had the **lowest incidence of lost shipments** among all suppliers. This **improvement** indicates a significant progress in the **performance** of **Eagle Textile**.

Delay Order Percentage

68.76%

Delay Reason



Supplier	Actual Value	Number of Order	Lost Quantity	Lost Value	% Order Delayed
Eagle Textile	\$890,875	885	40	\$102	36.61%
STONETEX MANUFACTURING SA	\$525,182	306	4920	\$238,382	100.00%
RIM Tekstil A.S.	\$391,572	352	53	\$481	94.32%
OVERCLOTHES S.p.A.	\$337,422	349	5259	\$23,591	94.27%
Gunther Bohr GMBH	\$41,303	32	-46	(\$455)	100.00%
Total	\$2,186,353	1924	10226	\$262,101	68.76%



FALL – WINTER 2023

The Fall-Winter season of 2023 had a similar order volume compared to the same season in the previous year, but there was a **slightly decrease** in the number of **delayed orders**, down to **47.14%**. During this season, the majority of orders were **transported by sea**, accounting for **63.73%** of shipments, while the rest were **transported by trucking**. The number of orders transported via air freight is insignificant.

Total Order

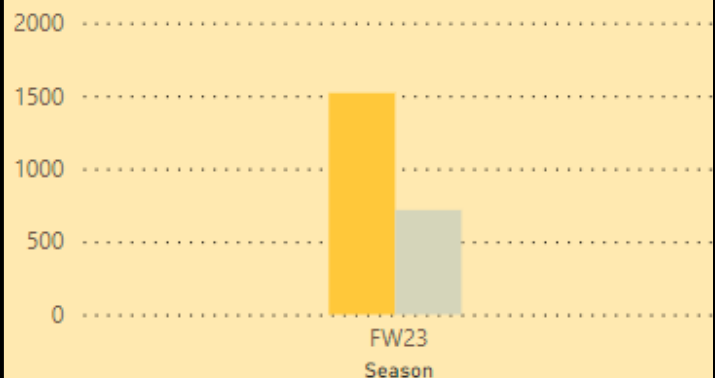
1,519

Delay Order Percentage

47.14%

Fall - Winter Order

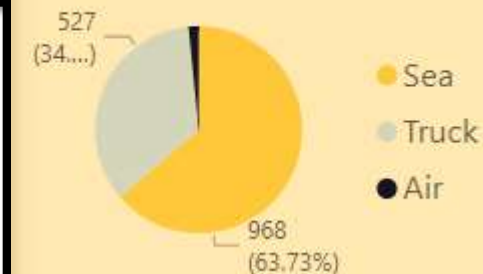
● Number of Order ● Number of Order Delayed



Delay Reason



Mode of Transport





FALL – WINTER 2023

Upon closer analysis, it is evident that **Eagle Textile**, despite being the supplier with the *highest order volume*, demonstrated **impressive performance** by maintaining a **low delay rate** of only **4.05%**. Furthermore, **Eagle Textile** did not report **any lost** shipments during this period and even had a surplus of 100 items (whether due to overdelivery or compensatory measures is unclear). Additionally, supplier **OVERCLOTHES S.p.A.** showed **improvement** in reducing the number of *delayed orders*, down to **28.35%**.

Besides the positive indicators, the remaining suppliers showed **poor performance** with all of them having a **100% delay rate** in delivering orders, particularly **RIM Tekstil A.S.**, which had the *second-highest order volume* of **515 orders** and the *highest value of goods*, amounting to over **\$1.2 million**.

Supplier	Actual Value	Number of Order	Lost Quantity	Lost Value	% Order Delayed
RIM Tekstil A.S.	\$1,252,672	515	39834	\$852,031	100.00%
Eagle Textile	\$845,398	692	-100	(\$229)	4.05%
OVERCLOTHES S.p.A.	\$149,209	194	580	\$2,761	28.35%
STONETEX MANUFACTURING SA	\$122,997	100	360	\$8,244	100.00%
Gunther Bohr GMBH	\$26,171	18	650	\$7,118	100.00%
Total	\$2,396,447	1519	41324	\$869,923	47.14%



SPRING – SUMMER 2024

In the Spring-Summer 2024 season, there is not much to report. However, one positive aspect we can observe is that the **delay rate** for orders continues to **decrease**, now at approximately **30%**. **Eagle Textile**, the supplier with the **highest order volume**, maintains its reputation as a reliable supplier with a **0% delay rate** and **no recorded lost shipments**. Supplier **OVERCLOTHES S.p.A.** also shows a **low delay rate**, at only **9.45%**. However, they experienced a **significant number** of **lost items**, with **7,400 lost shipments**, equivalent to over **\$37,000**.

On the other hand, the remaining suppliers still exhibit **disappointing performance**, as their **delay rate** for orders remains at **100%**.

Supplier	Actual Value	Number of Order	Lost Quantity	Lost Value	% Order Delayed
Eagle Textile	\$651,640	289	0	\$0	0.00%
RIM Tekstil A.S.	\$199,589	132	5674	\$74,646	100.00%
OVERCLOTHES S.p.A.	\$116,416	127	7400	\$37,541	9.45%
STONETEX MANUFACTURING SA	\$106,407	15	-70	(\$3,531)	100.00%
Gunther Bohr GMBH	\$31,528	14	0	\$0	100.00%
Total	\$1,105,581	577	13004	\$108,657	29.98%



In summary, throughout the seasons from 2022 to 2023, the issues of slow delivery and lost shipments have caused significant challenges to the company's supply chain. While there have been improvements from some suppliers such as Eagle Textile and OVERCLOTHES S.p.A., there is still a need to address the performance issues of other suppliers.

To improve supply chain performance and ensure timely delivery, there are several solutions and directions to consider:





Evaluate and enhance supplier performance management: The company should continue to monitor and evaluate the performance of each supplier. For suppliers with poor performance, clear performance metrics should be established, and improvement measures designed to ensure on-time delivery and reduce the rate of lost shipments.

Build strong partnerships with reliable suppliers: Focus on developing close relationships with suppliers like Eagle Textile, who have demonstrated good performance. This may involve establishing long-term contracts, ensuring timely delivery, and building a collaborative and effective environment for cooperation and interaction.

Enhance control processes and quality assurance: Ensure that control processes and quality assurance are carried out rigorously and consistently. Check and monitor the quality of goods before shipment, ensure proper and compliant packaging, and implement protective measures to avoid loss during transportation.



Strengthen collaboration and information sharing in the supply chain:

Build an effective collaborative and information-sharing environment among all parties in the supply chain. This may involve establishing communication systems and online collaboration to ensure that information and requests are shared quickly and accurately.

Continuously monitor and evaluate: Continuously monitor and evaluate the performance of the supply chain to identify improvement opportunities and issues. Conduct regular assessments and organize meetings to discuss with suppliers and partners to find the best solutions and implement them.

Regular training and capacity building: Ensure that employees have sufficient knowledge and skills to perform their roles in the supply chain. Organize regular training to enhance capacity and provide employees with the necessary tools and knowledge to address issues in the supply process.