Bartley Company

a.)

5,400,000	million orders processed
25,000	delivered late
25,000	incomplete
25,000	damaged
20,000	billed incorrectly
85,000	Orders with at least one defect
98.43%	Percent perfect orders

b.)

5,400,000	million orders processed
25,000	delivered late
25,000	incomplete
25,000	damaged
20,000	billed incorrectly
90,000	Orders with at least one defect
98.33%	Percent perfect orders

c.)

According to the logic of the perfect order measure, all failures of *any* part of the order process result in a failure of the order. This means that an incorrectly billed order has the same impact as a damaged order. This is reasonable as it is an absolute measure of the orders processed perfectly by the system. The implications are that an order with one error has the same weight as an order with several errors. The perfect order measure should be used in conjunction with other measures.

MountainMole Foods

a.)

YEAR	2013	2014	2015	2016
Total Shipments	100,000	150,000	175,000	190,000
On-time shipments	95,000	145,000	170,000	180,000
Complete shipments	99,000	142,500	157,500	161,500
Undamaged shipments	98,000	147,500	173,000	189,000
Correctly billed shipments	55,000	97,500	132,000	161,500
# of Errors:	53,000	67,500	67,500	68,000
% Perfect:	47.00%	55.00%	61.43%	64.21%

NOTE: These calculations assume that there is at most one error per order. The overall trend in performance is upward. The number of errors increases each year at a lower rate than the number of orders is increasing.

b.)

If I were looking to improve MountainMole's logistics performance, I would concentrate on the correct billing of shipments.