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# DELIVERY RELIABILITY & LOGISTICS COST PERFORMANCE ANALYSIS

**Third-Party Logistics (3PL) Performance Review**

**Data Source:** SCMS Delivery History Dataset

**Tools:** Excel, Tableau

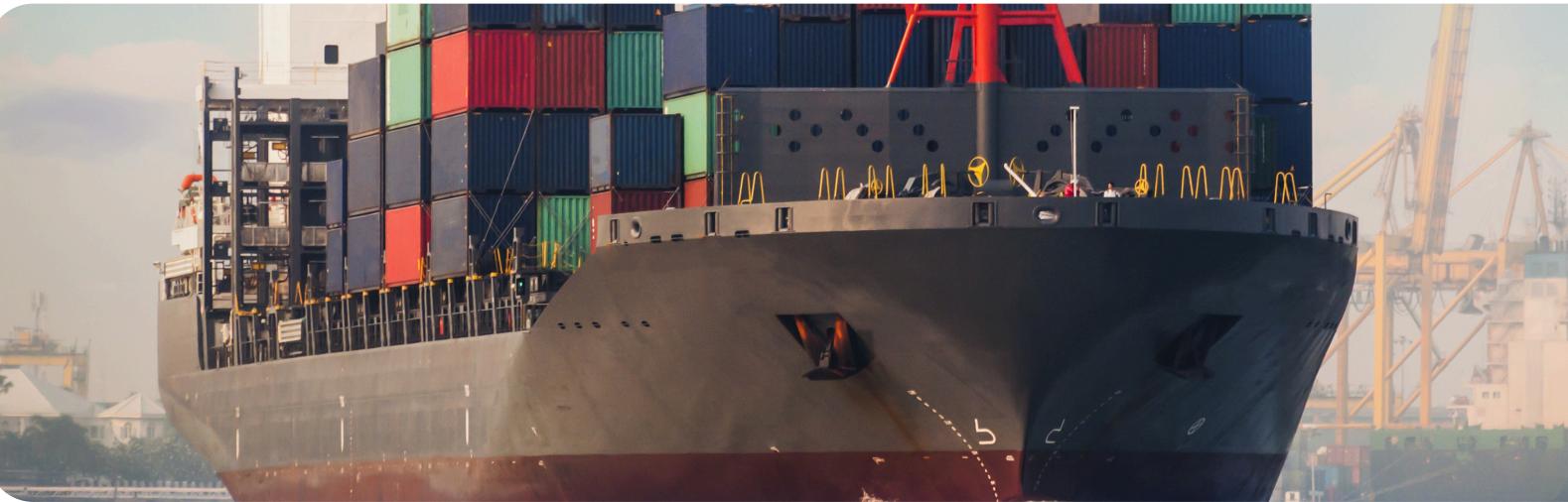


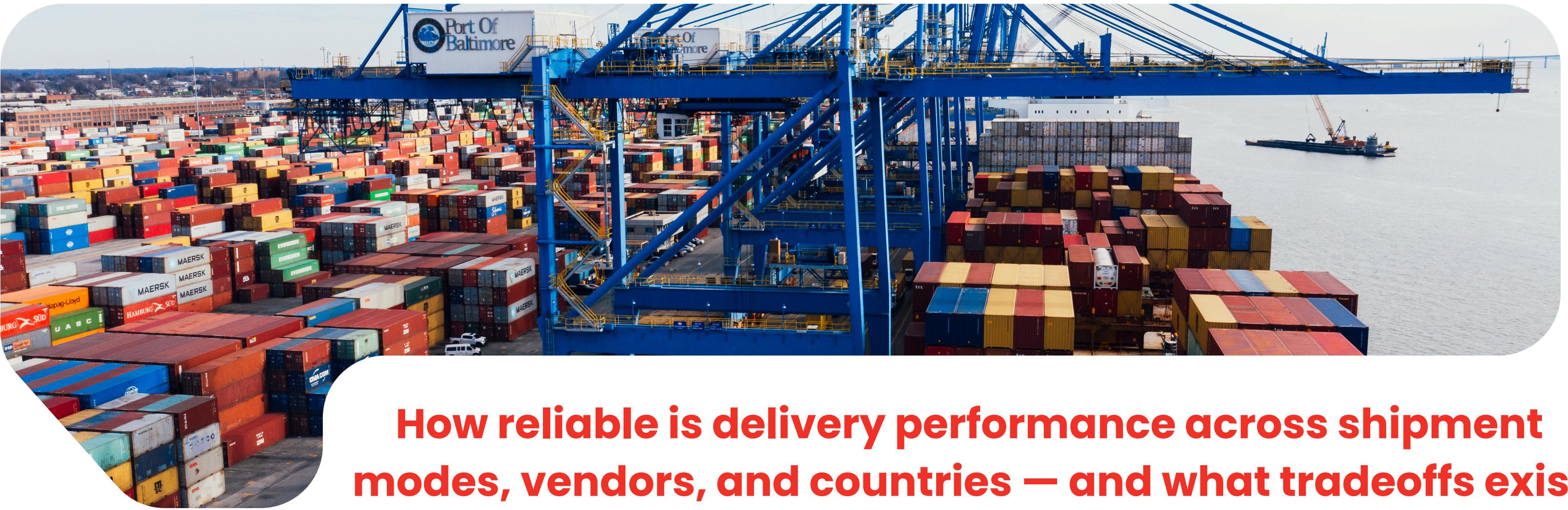
## Delivery reliability varies significantly by shipment mode, vendor, and geography, with clear cost–service tradeoffs.

- Air shipments achieve the highest on-time performance but at materially higher cost.
- SCMS-managed RDC shipments underperform relative to other vendors.
- Several high-volume African countries combine elevated volume with below-average on-time delivery.

### Why This Matters:

Reliability improvements are achievable, but not without cost or process tradeoffs.





## How reliable is delivery performance across shipment modes, vendors, and countries – and what tradeoffs exist between cost and service?

### **Exclusions:**

- *Shipments missing scheduled delivery dates excluded from SLA metrics*
- *Freight and weight costs evaluated on first-line shipment records only*

### **Scope**

Shipment-level delivery records

Focus on:

- On-time delivery
- Delivery delay
- Logistics cost efficiency

# Key Performance Indicators

Total Shipments:	On Time Percentage:	Avg. Days Delayed:	Total Logistics Cost:	Avg. Cost per Unit:
10,324	88.5%	-6.0	\$1,698,812,367	\$39

*Delay (Days) — negative = early* (USD) (USD)

## KPIs Used

**Total Shipments | On-Time Delivery % | Average Delivery Delay (Days) | Total Logistics Cost | Cost per Unit.**

**On-Time Delivery %:** Delivered on or before scheduled delivery date.

**Cost per Unit:** Total logistics cost ÷ units shipped.

# Delivery Reliability by Shipment Mode

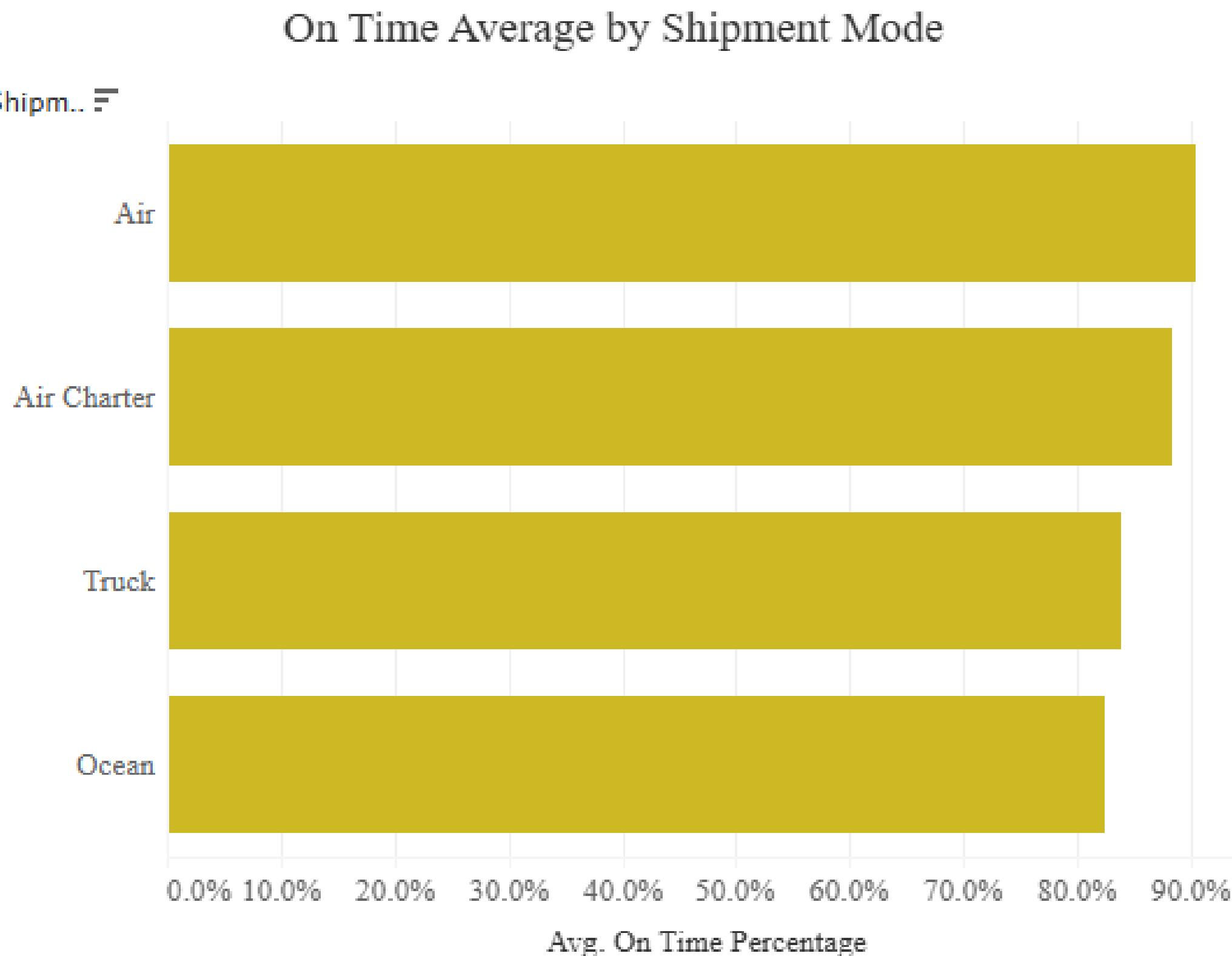
**Insight:**  
**Shipment mode is a primary driver of delivery reliability.**

**What We See:**

- Air shipments are the most reliable
- Truck and Ocean shipments show lower on-time performance

**Interpretation:**

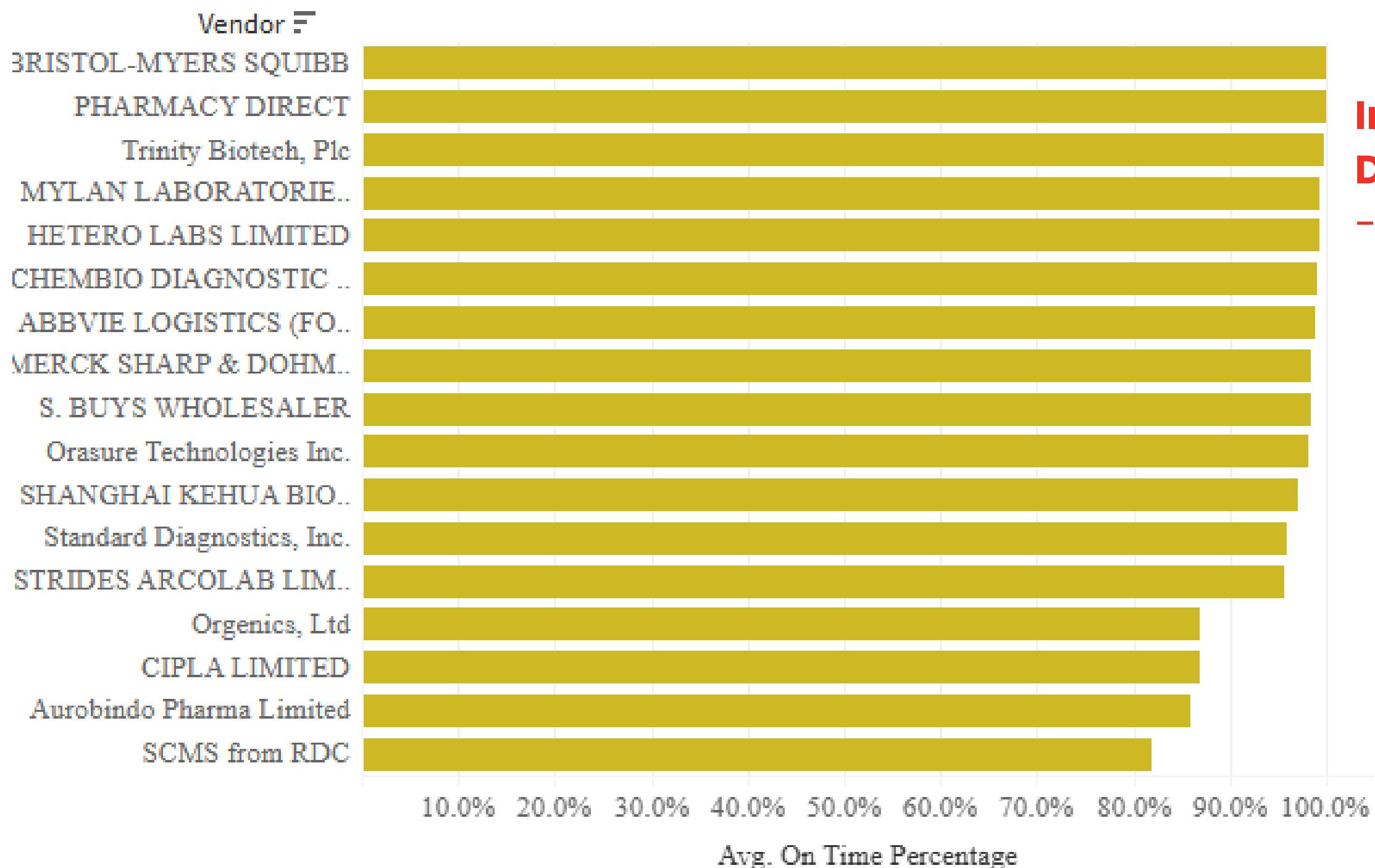
- Faster modes improve service levels
- Reliability gains come with increased cost exposure



# Vendor Performance Risk

On Time Average by Vendor

*Vendors with ≥ 50 shipments*



## Insight:

**Delivery reliability varies materially by vendor.**

### - What We See

- SCMS-managed RDC shipments exhibit lower on-time performance
- Other vendors perform more consistently

## Interpretation:

- RDC processes may introduce operational or documentation delays
- Vendor-level performance review is warranted

# Geographic Risk Concentration

## Insight:

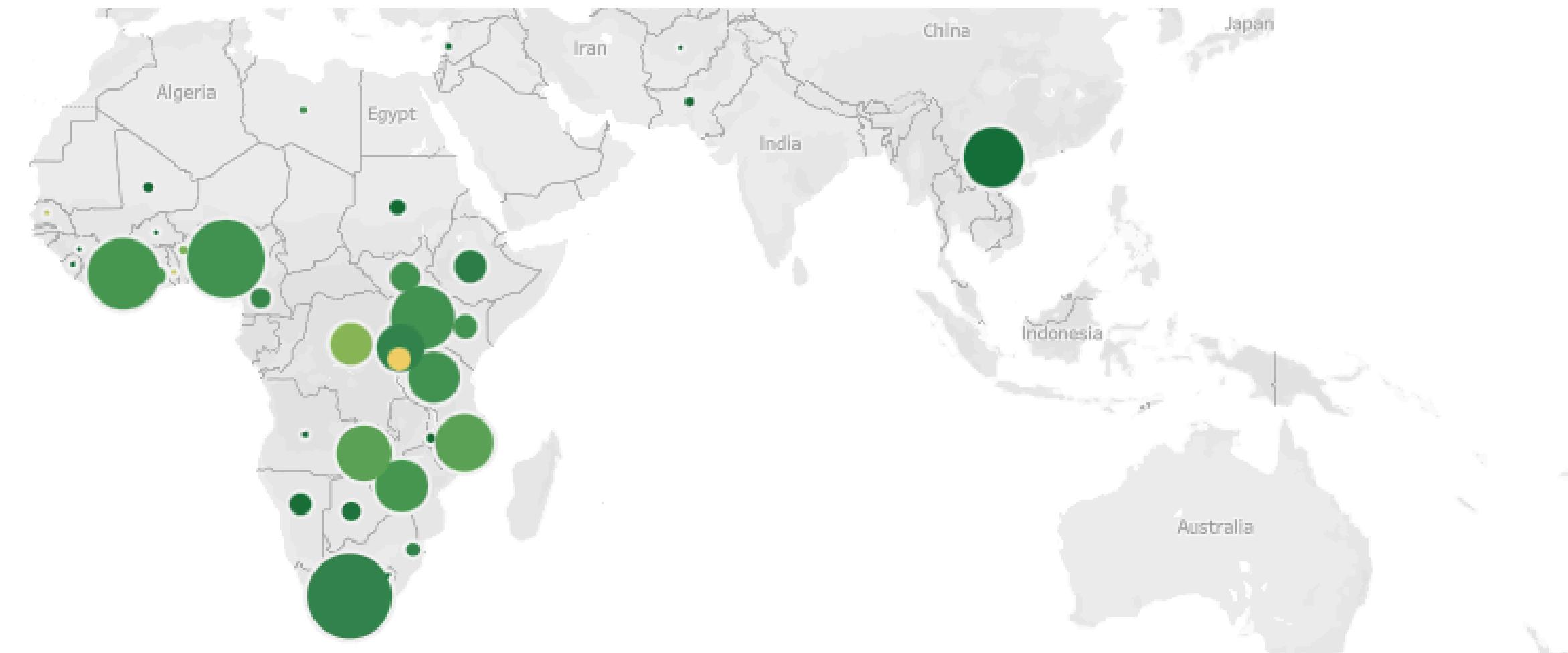
**Delivery risk is concentrated in specific high-volume countries.**

- **What We See:**

- Countries such as Côte d'Ivoire, DRC, Nigeria, Tanzania, and Zambia show:
  - High shipment volumes
  - Below-average on-time delivery

## Interpretation:

- These lanes represent the greatest opportunity for targeted intervention



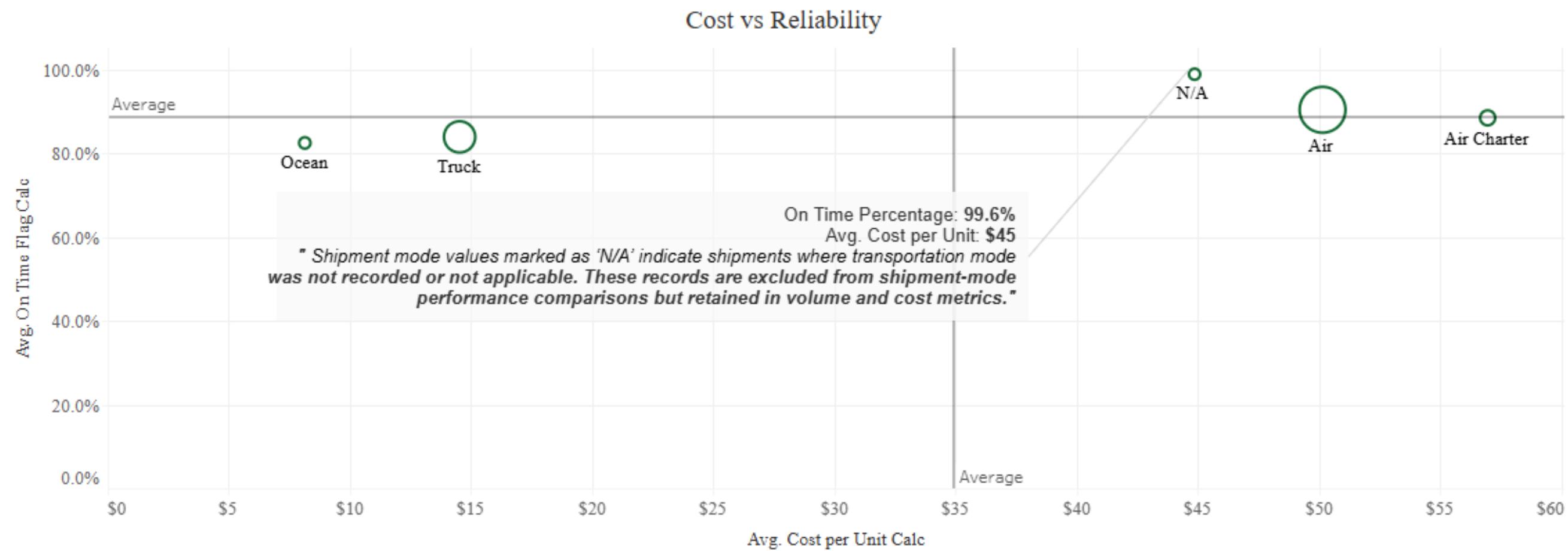
# Cost vs Reliability Tradeoff

## Insight:

**Higher logistics spend is associated with improved reliability – but with diminishing returns.**

### -What We See

- Air shipments cluster at higher cost and higher reliability
- Lower-cost modes exhibit wider reliability variation



**Interpretation:**  
**Reliability can be “bought,” but not efficiently across all lanes**

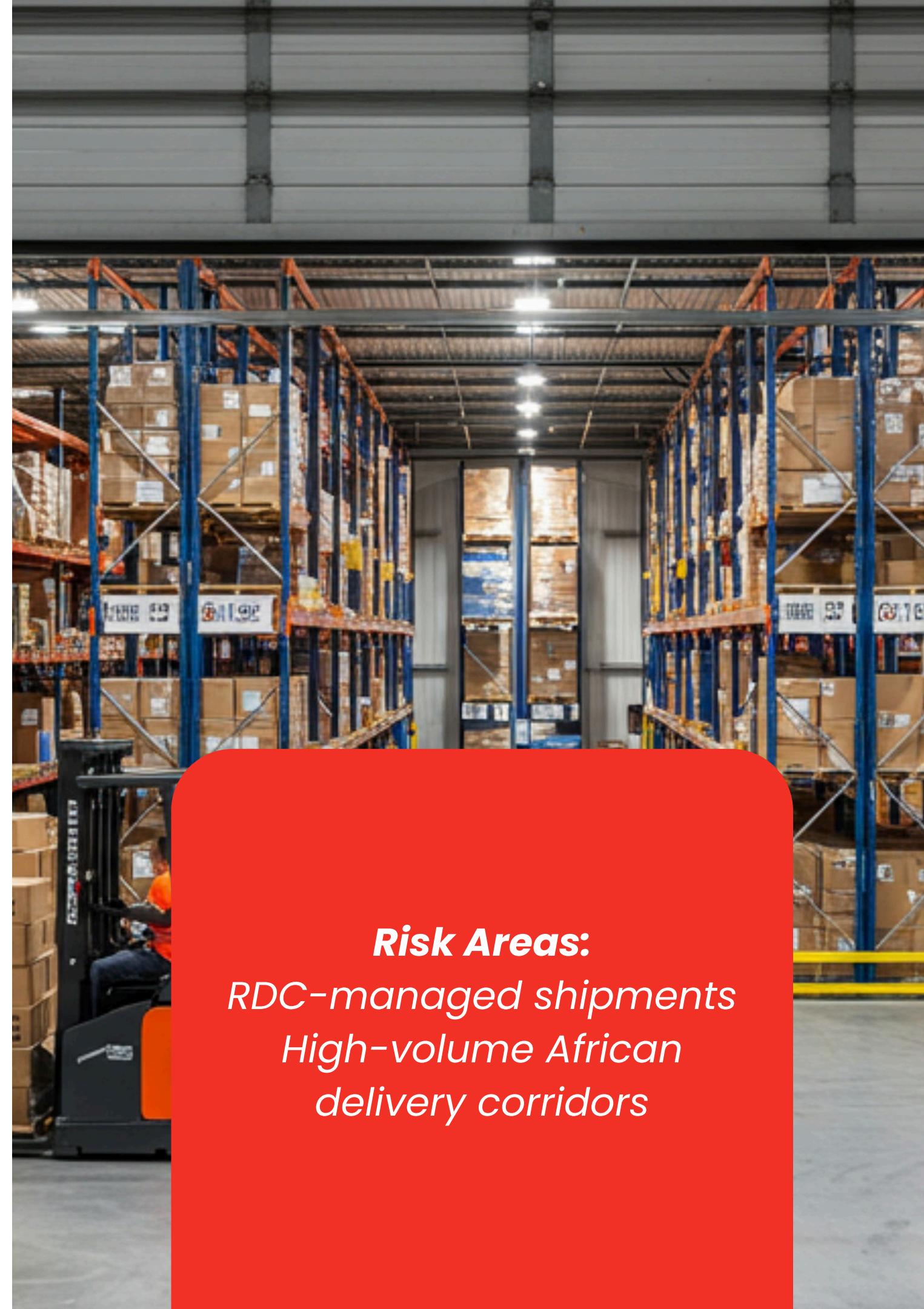
# What This Means for Decision-Makers

## ***Key Implications:***

**Blanket shifts to faster shipment modes are not cost-effective**

**Reliability improvements should be:**

- Selective
- Lane-specific
- Volume-aware



## ***Risk Areas:***

*RDC-managed shipments  
High-volume African  
delivery corridors*

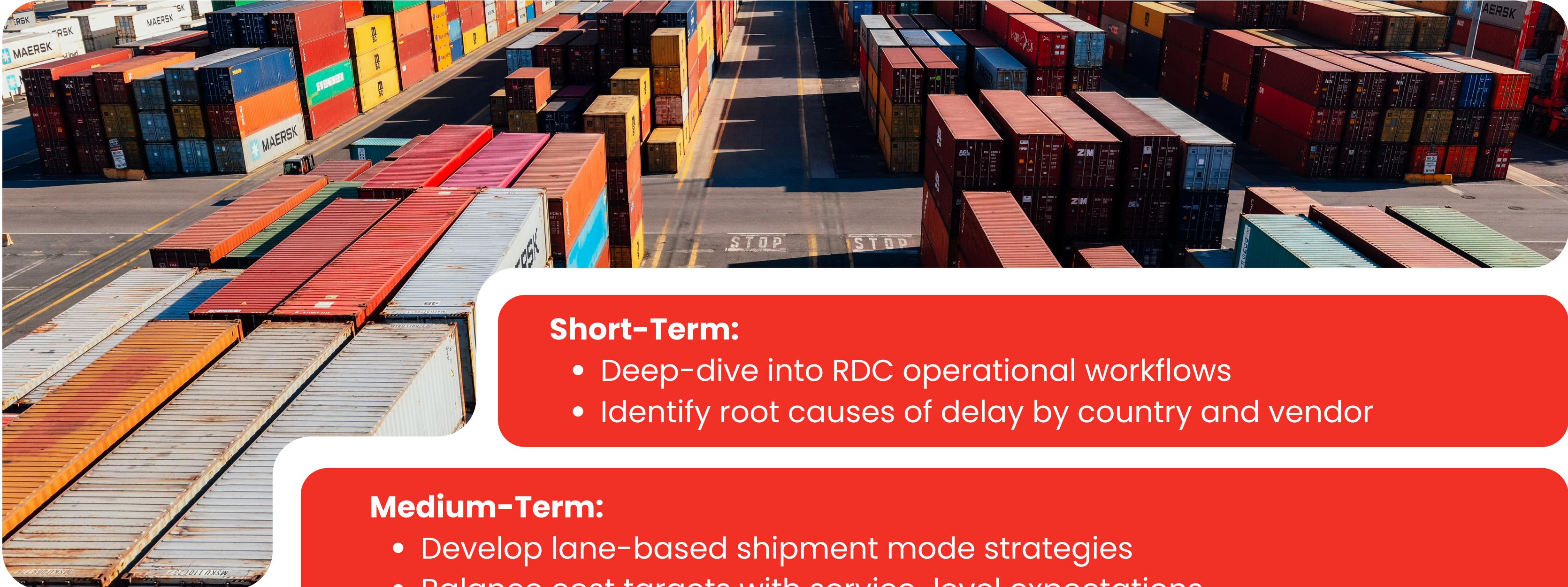
# Recommendations

## Use air freight selectively for:

- Time-critical shipments
  - High-impact delivery lanes
- **Review RDC processes to address reliability gaps**
- **Prioritize intervention in high-volume, low-performance countries**



# Next Steps



## Short-Term:

- Deep-dive into RDC operational workflows
- Identify root causes of delay by country and vendor

## Medium-Term:

- Develop lane-based shipment mode strategies
- Balance cost targets with service-level expectations



# THANK YOU

## CONTACTS



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