Fulfilment Plus

FULFILMENT MADE EASY

Fulfilment Plus KPI Schedule

Our KPI's represent the value that you receive for the fees that you pay. At Fulfilment Plus we ensure that we are operating to the highest standards and that we are delivering a 3PL experience that you can trust and rely on. We want to keep the KPIs simple and easy to understand, its also important to us to be transparent and honest, so we will deliver a report to you monthly, and if we are missing any of our targets, we will detail our plans to improve and hit our targets.

KPI	Target	Measure	Notes
Dock to Stock	95%	Shipments processed in 48hrs	• Measured Monthly • 3 shipments per day max • All docs must be available before arrival
Stock Accuracy	99.5%	Stock Accuracy as a percentage of throughput	• Measured Annually • Based on an annual stock take • Warehouse related issues only
Cycle Count	99.5%	Monthly count	• Measured Monthly • Counts are performed through the month.
Order Cut Off	95%	Orders in by 2pm will be ready for despatch same day	• Measured Monthly • Based on forecast and a steady order flow
Order Accuracy by Unit	99.5%	Issues vs units despatched	• Measured Monthly • Issues need to be lodged and investigated
Freight DIFOT	95%	Consignments delivered on time.	• Measured Monthly • Based on carrier milestones • Separated by carrier