**DISTRIBUTION KPI TOOL**

**About this tool:** This tool can be used as a guide that lists the Key Performance Indicators (KPIs) for distribution.

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| **Type** | **Measurement** | **Target** | **No. of Shipments Meeting Requirement** | **%** |
| **General** | Total number of deliveries to SDPs required | As per CMS requirements | 121 | N/A |
| **General** | Total number of collections from CMS required | As per CMS requirements | 56 | N/A |
| **General** | Total number of cases handled | As per CMS requirements | 30,000 | N/A |
| **Departure** | On time arrival/departure from CMS | 95% by agreed collection time | 53 | 94.6% |
| **Departure** | Quality of Vehicle - Free from holes, debris, odour and pests | 100% Compliance | 55 | 98.2% |
| **Departure** | Does transporter have correct reference and paperwork | 100% Compliance | 55 | 98.2% |
| **On Time** | On Time Arrival at SDP | Minimum of 98% of deliveries to arrive on the agreed delivery day | 115 | 95.0% |
| **Availability** | Total number of damages, recorded on the POD, at point of delivery | Minimum of 99.5% products are free from damages incurred during transit | 27 | 99.91% |
| **Availability** | Total number of shortages (shrinkage), recorded on the POD, at point of delivery | Minimum of 99.5% products dispatched are signed for as received by the SDP | 54 | 99.82% |
| **Paperwork** | Invoicing - Invoices must have CMS reference, date of shipment and agreed cost | 100% Compliance | 121 | 100.0% |
| **Total** | Perfect Orders | Minimum of 99% of deliveries arrived on time without shrinkage or damage | 110 | 90.9% |