Supplier Scorecard Metrics Examples

Order fulfillment:	Supply chain days	Fill rate	EDI 214 (Ship status)
Purchase order (PO) fulfillment	Correctable ship notice	Ship timeliness	Sales
Rapid deployment	Carton strapping	Ship accuracy	Turnover
Defects/returns	Case pack issues	Compliance history	PO item fill rate
Electronic data interchange (EDI) certification	ASN accuracy	Summary of value-added services, EDI	PO quantity fill rate
Overall operational:	Carton labeling	Financial:	Shipment 5+ days early
Operational compliance	Over to the PO	Gross margin (GM) return on investment	Shipment 2–5 days early
On-time delivery	Shortages	GM percentage	Shipment on time
Cost/innovation	Scannable ticket	Logistical:	Shipment 2–5 days late
Reports	Substitutions	Lead time	Shipment 5+ days late
Billing	Return percentage	First ship percentage complete	Total POs
EDI/manifesting	Units defective quality	Vendor violations	POs sent
Customer service	Dollars defective quality	Return to vendor	PO reverse
Fill rate	Units customer complaints	Perfect match	Dollars shorted
Packaging	Communications response time	In-stock	Fine amount
Accuracy	Following procedures	Fill rate original	Monthly PO dollars
Partial shipments	Vendor compliance	Fill rate revised	Year-to-date PO dollars
	Inspection reports	On-time ship	Month lead time
	Letter of credit documents and flow	EDI 856 (ASN)	Year-to-date lead time