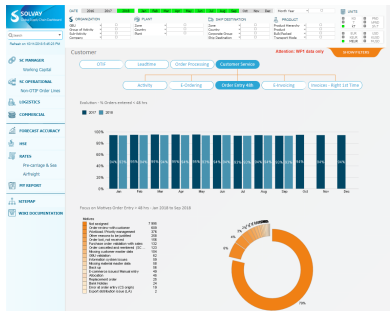


Customer > Customer Service > Order Entry 48h OLD



Supply Chain Excellence
Roberta Navone

D&PS Expert
Donia Rachdi

General Description

This KPI measures the percentage of orders entered into the system in less than 2 days versus total of number of orders.

KPI:
% Orders Entered < 48hrs

Order entered > 48hrs and their motives

Target Users

- Supply Chain Managers
- Supply Chain Operational
- Supply Chain Excellence
- Logistics
- Customer Service
- Account Managers

Authorization & Rights

All the accesses must be validated by:

[Supply Chain Excellence](#)

Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

System Scope

This KPI is current only available for orders entered in WP1

Calculation:

KPI Name	Calculation
Order Entry delay	PO received date - Order Entry date
% Orders Entered < 48hrs	$\frac{\text{Order Entry delay} < 48\text{hrs}}{\text{Total Orders}} \times 100$

Technical Documentation

Source:
BW OBAS- BW_QRY_MVSDSO45_SD0006

BI4:
eCOMMERCE DASHBOARD_CWWPPS_R004
Tab: QlickView

Update:
Daily

Query filters applied:

Source Information:

QV Query: BI4 (Rhodia): NB SBS Monthly Dashboard CS Indicators Direct and Cancel orders CSWWPPS R001

BI4 Filters:

- ☒ LEGAL COMPANIES <> ZFR9/7378
- ☒ DISTRIBUTION CHANNEL <> 8I
- ☒ SHIP TO KA <> GRCL200022/9999999999/GRCL000098
- ☒ ORDER FLOW CODE = R
- ☒ DOC TYPE = FG/KB/KBB/KE/KEB/LP/ORB/RCM/TA/TAM/ZAGR/VEF/VEFR/ZEXP/ZOR/ZKEB/ZKBB/ZORB/LZM/RCS/ZKL/KL
- ☒ ORDER REJECTION:
CODE = 98 OR
EMPTY OR
ORDER LINE CANCELLED IN SAP NOT CONSIDERED (ORDER LINE ITEM CATEGORY CODE = ZZZZ)

Dimensions:

[Global Overview of Dimensions](#)

			Order Entry 48h
Global Filters	Period	Month Year	Order document date YYYY/MM
	Organization	GBU	GBU Name
		Group of Activity	BFC BU
		Sub-Activity	BFC Market
		Company	Legal Company
	Plant	Zone	Plant geographical zone
		Country	Plant country
		Plant	Plant name
	Ship Destination	Zone	Ship to geo Zone name
		Country	Ship to country name
		Corporate Group	Ship to group name
		Ship Destination	Ship to name
	Product	Product Hierarchy	N/A
		Product	Product Name
		Bulk/Packed	Mapping based on: Material Packaging Group Name Bulk = Packed in Bulk else = Packed
		Packaging Type	Material Packaging Group Name
Specific Filters		Sales Office	QV Mapping based on Sales Office
		Sales Office Country	QV Mapping based on Sales Office
		Sales Office	Sales office name
		CSR	Order partner ZI actualized name