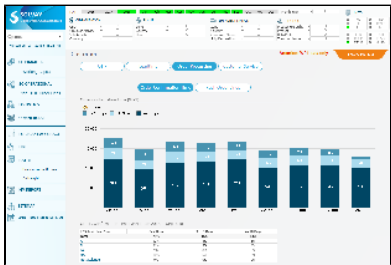


Customer > Order Processing > Order Confirmation Time (revamped)



Supply Chain Excellence

Marie-Ange Carrier

IS Reporting Coordinator

Diogo Paiva

D&PS Expert

EMEA: Stéphane Bourgeaud-lignot

NAM/LAM: Karina Tsuji

APAC: Lilian Cheong

General Description

This indicator explores the time taken to confirm in the system an order to the customer from the order creation and the confirmation date given by the Back Office & Planners (Plant). The targeted KPI is 48 hrs.

KPI:

Order Confirmation Time

Scope:

- Exclusion of material types services and packaging (i.e. units in KWH): PF1/Z703 WP1 /ZDIE WP1/ZVER WP1/ZUNB
- Exclusion of SOLD entities (consolidation method = SOLD)

KPI Name	Calculation
<= 2 Days	Time to take the order confirmation is <= 2 daysIf Variation Days Confirmed <=2; Nb SO Confirmed; if Variation Days Confirmed > 2; 0
3 to 9 Days	Time to take the order confirmation is between 3 and 9 daysIf 3 <= Variation Days Confirmed <= 9; Nb SO Confirmed; if Variation Days Confirmed< 3 or Variation Days Confirmed >9;0
>= 10 days	Time to take the order confirmation is >= 10 daysIf Variation Days Confirmed >=10; Nb SO Confirmed; if Variation Days Confirmed < 10; 0

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.

Technical Documentation

Source:

CORE - BW_QRY_MVSDCH01_0002

QV - QVBW_QRY_MVSDCH01_0002

Update: Daily

Query filters applied:

Source Information:	Filters
BWQVBW_QRY_MVSDSO57_0001	✗ Exclusion of material types: Services & Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB ✗ Exclusion of SOLD entities (consolidation method = SOLD)

Dimensions:

[Global Overview of Dimensions](#)

			Order Confirmation Time
Global Filters	Period	Month Year	Order line Creation Month
	Organization	GBU	[CPFCTR1_2] BFC GBU
		Group of Activity	C_SUBACT2__CPFCTR2_2 - BFC Group of activities
		Sub-Activity	C_SUBACT2__C_MAGNITU - BFC Activity 1
		Company	[C_COMPCDE] Company_code
	Plant	Zone	[C_PLANT] Plant\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_PLANT] Plant\Attributes\[OCOUNTRY] Country key
		Plant	[C_PLANT] Plant
	Ship Destination	Zone	[C_SHIPTID] Ship-to party\Attributes\[C_GZONE] Geographie/Zone
		Country	[C_SHIPTID] Ship-to party\Attributes\[OCOUNTRY] Country key
		Corporate Group	[C_SHIPTID] Ship-to party\Attributes\[C_CORPGR] CRM Customer Corp. Group (PRS)
		Ship Destination	[C_SHIPTID] Ship-to
	Product	Product Hierarchy	[C_MATNR2] Material\Attributes\[OPROD_HIER] Product Hierarchy
		Product	[C_MATNR2] Material\Attributes\[C_PROD] Coimmercial Product / Material Group
		Bulk/Packed	[C_MATNR2] Material\Attributes\[C_BULKPAC] Transportation Group
		Packaging Type	[C_MATNR2] Material\Attributes\[C_PACKAG] Packaging type
		Transport Mode	[C_SHIPCD2__C_TR_MODE] Transportation mode
Specific Filters		Sales Office	[C_SAL_OFF] Sales Office
		CSR	[C_CUSTSAL__C_ZIPART] CSR (Sold-to)