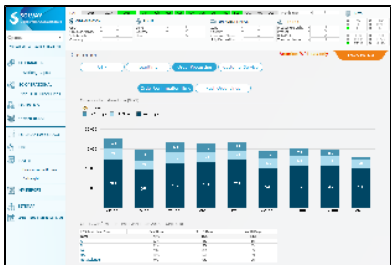


Customer > Order Processing > Order Confirmation Time OLD



Supply Chain Excellence

Jose-Pablo Leyva



D&PS Expert

Donia Rachdi

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) (ATP). The targeted KPI is 48 hrs.

KPI:

Order Confirmation Time

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

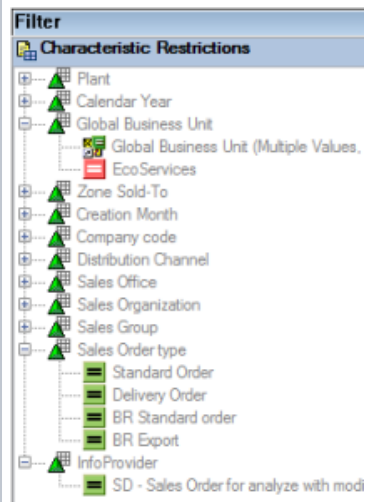
Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

Calculation:

KPI Name	Calculation
<= 2 Days	Time to take the order confirmation is <= 2 days If 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 days If 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 days If Variation Days Confirmed >=10; Nb SO Confirmed; if Variation Days Confirmed < 10; 0

Technical Documentation

Query filters applied:



Global Overview of Dimensions

			Rush Orders
Global Filters	Period	Month Year	Order Creation Month
	Organization	GBU	[0DOC_NUMBER__C_PFCTR1] Global Business Unit
		Group of Activity	N/A
		Sub-Activity	N/A
		Company	[C_COMPCODE] Company_code
	Plant	Zone	[0PLANT] Plant\Attributes[C_ZONE] BFC Geographie/Zone
		Country	[0PLANT] Plant\Attributes[0COUNTRY] Country key
		Plant	[0PLANT] Plant
	Ship Destination	Zone	N/A
		Country	N/A
		Corporate Group	N/A
		Ship Destination	[0DOC_NUMBER__0SHIP-TO] Ship to Party
	Product	Product Hierarchy	[C_MATNR_0PROD_HIER] Product Hierarchy
		Product	[C_MATNR_C_PROD] Coimmercial Product / Material Group
		Bulk/Packed	[C_MATNR2] Material\Attributes[C_BULKPAC] Transportation Group
		Transport Mode	N/A
Specific Filters		Sales Office	Qv Mapping based on Sales Office
		Sales Office Country	QV Mapping based on Sales Office
		Sales Office	[C_SAL_OFF] Sales Office
		CSR	[0DOC_NUMBER__C_ZIPART] ZI Partner