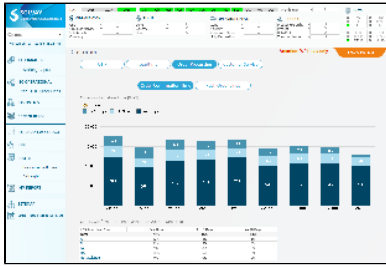


# Customer > Order Processing > Order Confirmation Time (revamped)



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**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
<a href="#">BWQVBW_QRY_MVSDSO57_0001</a>	<p>✗ Exclusion of material types: Services &amp; Packaging (i.e. units in KWH): PF1/Z703 WP1/ZDIE WP1/ZVER WP1/ZUNB</p> <p>✗ Exclusion of SOLD entities (consolidation method = SOLD)</p>

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\[0COUNTRY] 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\[0COUNTRY] 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\[0PROD_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)	