

DC, FC and DC/FC Metrics Survey Report

Supply Chain Consortium
Benchmarking & Best Practices

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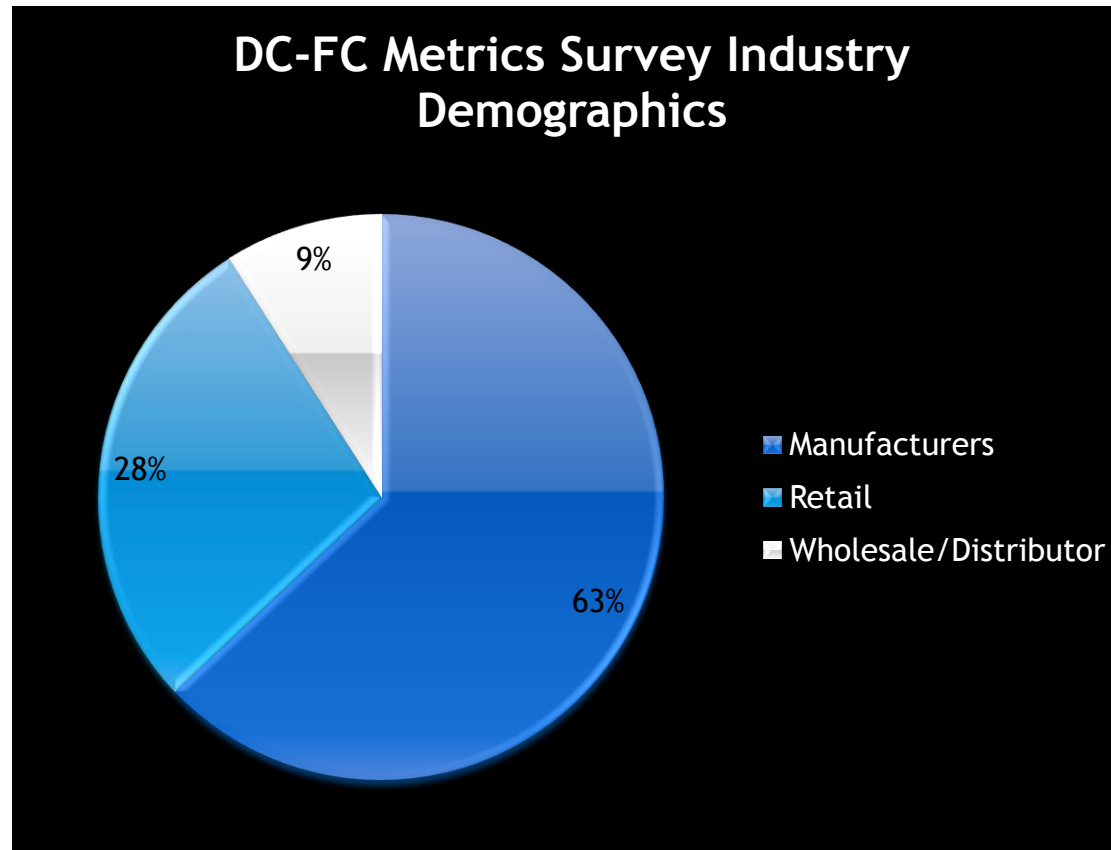
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Survey Industry Demographics



- Manufacturing companies represented 63% of all participants with Retail representing 28%.

Survey Participant Revenue Demographics

- Company Revenue data for the Total of all survey participants, Manufacturing, Retail and Wholesale/Distributor participants.

Total Low	\$100,000,000
Total Average	\$6,673,333,333
Total Median	\$2,000,000,000
Total High	\$40,000,000,000
Manufacturing Low	\$100,000,000
Manufacturing Average	\$6,177,777,778
Manufacturing Median	\$1,300,000,000
Manufacturing High	\$40,000,000,000
Retail Low	\$2,000,000,000
Retail Average	\$11,666,666,667
Retail Median	\$8,000,000,000
Retail High	\$25,000,000,000
Wholesale/Distributor Low	\$500,000,000
Wholesale/Distributor Average	\$3,166,666,667
Wholesale/Distributor Median	\$3,000,000,000
Wholesale/Distributor High	\$6,000,000,000

DC, FC and DC/FC Cost Per Case or Carton

Metric Value	Q3 DC cost per case or carton:	Q12 FC cost per case or carton:	Q21 DC/FC cost per case or carton
Total Low	\$0.50	\$0.90	\$0.80
Total Average	\$6.20	\$3.90	\$3.40
Total Median	\$3.40	\$5.00	\$3.80
Total High	\$40.00	\$7.00	\$7.50
Manufacturing Low	\$0.50	\$0.90	\$0.80
Manufacturing Average	\$9.40	\$2.00	\$2.00
Manufacturing Median	\$3.90	\$1.20	\$1.40
Manufacturing High	\$40.00	\$5.00	\$5.00
Retail Low	\$0.60	\$6.50	\$3.80
Retail Average	\$1.70	\$6.80	\$5.60
Retail Median	\$2.00	\$6.80	\$5.60
Retail High	\$2.50	\$7.00	\$7.50
Wholesale/Distributor Low	\$2.40		
Wholesale/Distributor Average	\$3.50		
Wholesale/Distributor Median	\$3.50		
Wholesale/Distributor High	\$4.50		

DC, FC and DC/FC Lines Picked Per Total People Hrs

Metric Value	Q4 DC Lines picked per total people hours:	Q13 FC Lines picked per total people hours:	Q22 DC/FC Lines picked per total people hours:
Total Low	3.5	3.5	3.5
Total Average	30.1	19.6	17.1
Total Median	22.5	22.5	17.5
Total High	70.0	30.0	30.0
Manufacturing Low	3.5	3.5	3.5
Manufacturing Average	30.8	19.6	17.1
Manufacturing Median	20.0	22.5	17.5
Manufacturing High	70.0	30.0	30.0
Retail Low	9.0		
Retail Average	17.3		
Retail Median	18.0		
Retail High	25.0		

DC, FC and DC/FC Inventory Turns

Metric Value	Q5 DC Inventory turns: (Total cost of goods shipped from all DC's annually divided by the average inventory in the DC's at cost.)	Q14 FC Inventory turns: (Total cost of goods shipped from all DC's annually divided by the average inventory in the FC's at cost.)	Q23 DC/FC Inventory turns: (Total cost of goods shipped from all DC's annually divided by the average inventory in the DC/FC's at cost.)
Total Low	4.0	1.9	2.8
Total Average	6.9	55.8	56.7
Total Median	5.4	8.0	8.0
Total High	14.0	350.0	350.0
Manufacturing Low	4.0	4.0	4.0
Manufacturing Average	7.7	77.2	77.6
Manufacturing Median	7.0	10.0	12.0
Manufacturing High	14.0	350.0	350.0
Retail Low	4.0	1.9	2.8
Retail Average	5.0	2.2	4.4
Retail Median	5.0	2.2	4.4
Retail High	6.0	2.5	5.9
Wholesale/Distributor Low	4.0		
Wholesale/Distributor Average	6.0		
Wholesale/Distributor Median	6.0		
Wholesale/Distributor High	8.0		

DC, FC and DC/FC Inventory Accuracy Percent

Metric Value	Q6 DC Inventory accuracy percent: (Correct cycle counts as a % of total annual cycle counts. Counts should be measured by the number of storage slots counted. A correct count is determined by a match of product quantity and location to the information stored in an inventory system.)	Q15 FC Inventory accuracy percent: (Correct cycle counts as a % of total annual cycle counts. Counts should be measured by the number of storage slots counted. A correct count is determined by a match of product quantity and location to the information stored in an inventory system.)	Q24 DC/FC Inventory accuracy percent: (Correct cycle counts as a % of total annual cycle counts. Counts should be measured by the number of storage slots counted. A correct count is determined by a match of product quantity and location to the information stored in an inventory system.)
Total Low	78.0	78.0	78.0
Total Average	96.3	95.0	94.7
Total Median	99.3	98.0	98.0
Total High	100.0	99.8	100.0
Manufacturing Low	88.0	95.0	90.0
Manufacturing Average	96.8	98.0	97.2
Manufacturing Median	98.5	98.0	98.0
Manufacturing High	100.0	99.8	100.0
Retail Low	78.0	78.0	78.0
Retail Average	92.5	87.5	88.5
Retail Median	99.5	87.5	88.5
Retail High	99.9	97.0	99.0
Wholesale/Distributor Low	99.0		
Wholesale/Distributor Average	99.5		
Wholesale/Distributor Median	99.5		
Wholesale/Distributor High	100.0		

DC, FC and DC/FC Storage Location Utilization

Metric Value	Q7 DC Storage location utilization: (Average occupied capacity as a % of total useable capacity.)	Q16 FC Storage location utilization: (Average occupied capacity as a % of total useable capacity.)	Q25 DC/FC Storage location utilization: (Average occupied capacity as a % of total useable capacity.)
Total Low	60.0	70.0	40.0
Total Average	78.2	78.8	69.7
Total Median	80.0	77.5	80.0
Total High	95.0	88.0	88.0
Manufacturing Low	60.0	75.0	40.0
Manufacturing Average	78.2	79.5	64.6
Manufacturing Median	80.0	77.5	80.0
Manufacturing High	95.0	88.0	88.0
Retail Low	73.0	70.0	80.0
Retail Average	79.7	77.5	82.5
Retail Median	81.0	77.5	82.5
Retail High	85.0	85.0	85.0
Wholesale/Distributor Low	72.0		
Wholesale/Distributor Average	76.0		
Wholesale/Distributor Median	76.0		
Wholesale/Distributor High	80.0		

DC, FC and DC/FC Order Fill Rate Percent

Metric Value	Q8 DC Order fill rate percent: (Orders filled complete on the first shipment as a % of total orders placed with all DC's.)	Q17 FC Order fill rate percent: (Orders filled complete on the first shipment as a % of total orders placed with all FC's.)	Q26 DC/FC Order fill rate percent: (Orders filled complete on the first shipment as a % of total orders placed with all DC/FC's.)
Total Low	80.0	85.0	90.0
Total Average	96.2	93.5	94.7
Total Median	98.5	92.0	95.0
Total High	100.0	100.0	99.7
Manufacturing Low	90.0	90.0	90.0
Manufacturing Average	97.6	95.5	95.3
Manufacturing Median	98.5	98.0	98.0
Manufacturing High	100.0	100.0	99.7
Retail Low	80.0	85.0	91.0
Retail Average	89.3	88.5	93.0
Retail Median	89.0	88.5	93.0
Retail High	99.0	92.0	95.0
Wholesale/Distributor Low	99.5		
Wholesale/Distributor Average	99.7		
Wholesale/Distributor Median	99.7		
Wholesale/Distributor High	99.9		

DC, FC and DC/FC Order Accuracy Percent

Metric Value	Q9 DC Order accuracy percent: (Orders filled error free [correct quantity, product and value added services] as a % of total orders placed within all DC's.)	Q18 FC Order accuracy percent: (Orders filled error free [correct quantity, product and value added services] as a % of total orders placed within all FC's.)	Q27 DC/FC Order accuracy percent: (Orders filled error free [correct quantity, product and value added services] as a % of total orders placed within all DC/FC's.)
Total Low	95.0	80.0	85.0
Total Average	98.0	95.1	94.5
Total Median	99.0	98.0	98.7
Total High	100.0	100.0	100.0
Manufacturing Low	95.0	80.0	85.0
Manufacturing Average	97.8	94.6	95.6
Manufacturing Median	98.5	99.0	99.0
Manufacturing High	100.0	100.0	100.0
Retail Low	95.0	95.0	85.0
Retail Average	98.2	96.5	91.9
Retail Median	99.7	96.5	91.9
Retail High	99.8	98.0	98.7
Wholesale/Distributor Low	99.0		
Wholesale/Distributor Average	99.0		
Wholesale/Distributor Median	99.0		
Wholesale/Distributor High	99.0		

DC, FC and DC/FC On-Time Delivery Percent

Metric Value	Q10 DC On-time delivery percent: (Orders delivered on time to customers or stores as a % of total orders placed with all DC's.)	Q19 FC On-time delivery percent: (Orders delivered on time to customers or stores as a % of total orders placed with all FC's.)	Q28 DC/FC On-time delivery percent: (Orders delivered on time to customers or stores as a % of total orders placed with all DC/FC's.)
Total Low	70.0	80.0	80.0
Total Average	93.2	92.6	93.3
Total Median	97.3	95.0	95.0
Total High	99.5	99.0	99.0
Manufacturing Low	70.0	80.0	80.0
Manufacturing Average	91.7	91.6	92.6
Manufacturing Median	96.5	95.0	95.0
Manufacturing High	99.0	99.0	99.0
Retail Low	90.0	92.0	92.0
Retail Average	94.8	95.0	95.0
Retail Median	96.5	95.0	95.0
Retail High	98.0	98.0	98.0
Wholesale/Distributor Low	97.0		
Wholesale/Distributor Average	98.3		
Wholesale/Distributor Median	98.3		
Wholesale/Distributor High	99.5		

DC, FC and DC/FC Order Completion Percent

Metric Value	Q11 DC Order completion percent: (Orders shipped error free and on-time as a % of total orders placed with all DC's.)	Q20 FC Order completion percent: (Orders shipped error free and on-time as a % of total orders placed with all FC's.)	Q29 DC/FC Order completion percent: (Orders shipped error free and on-time as a % of total orders placed with all DC/FC's.)
Total Low	65.0	80.0	80.0
Total Average	93.0	94.7	93.1
Total Median	96.5	97.0	95.0
Total High	100.0	99.9	99.9
Manufacturing Low	65.0	80.0	80.0
Manufacturing Average	90.7	93.8	91.8
Manufacturing Median	95.0	97.7	95.0
Manufacturing High	100.0	99.9	99.9
Retail Low	95.0	95.0	95.0
Retail Average	97.6	96.5	96.5
Retail Median	98.0	96.5	96.5
Retail High	99.7	98.0	98.0
Wholesale/Distributor Low	95.0		
Wholesale/Distributor Average	97.3		
Wholesale/Distributor Median	97.3		
Wholesale/Distributor High	99.5		

Report Authors

To learn more about distribution metrics as well as benchmarking and best practices, resources that are available to members through the Supply Chain Consortium go to: www.supplychainconsortium.com.

Join the LinkedIn Supply Chain Consortium Group: www.linkedin.com/groupRegistration?gid=1966314

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