

SCORmarksm Metrics

Supply Chain Reliability

External Perfect Order Fulfillment (level one)

Percentage of Orders Delivered in Full (level two: ship-from-stock orders only)

Order Fill Rate (level two: all capability models)

Delivery Performance to Customer Commit Date (level two)

Perfect Condition (level two)

Documentation Accuracy (level two)

Supply Chain Responsiveness

Order Fulfillment Cycle Time (level one)

Source Cycle Time (level two)

Make Cycle Time (level two)

Deliver Cycle Time (level two)

Delivery Retail Cycle Time (level two)

Supply Chain Flexibility

Upside Supply Chain Flexibility (level one)

Upside Supply Chain Adaptability (level one)

Downside Supply Adaptability (level one)

Upside Source Flexibility (level two)

Upside Make Flexibility (level two)

Upside Deliver Flexibility (level two)

Upside Source Return Flexibility (level two)

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Upside Deliver Return Flexibility (level two)

Upside Source Adaptability (level two)

Upside Make Adaptability (level two)

Upside Deliver Adaptability (level two)

Upside Source Return Adaptability (level two)

Upside Deliver Return Adaptability (level two)

Downside Source Adaptability (level two)

Downside Make Adaptability (level two)

Downside Deliver Adaptability (level two)

Supply Chain Cost

Total Supply Chain Management Cost (per \$1,000 total revenue) (level one)

Cost of Goods Sold (per \$1,000 total revenue) (level one)

Cost to Plan (per \$1,000 total revenue) (level two)

Cost to Source (per \$1,000 total revenue) (level two)

Cost to Make (per \$1,000 total revenue) (level two)

Cost to Deliver (per \$1,000 total revenue) (level two)

Cost to Return from Customer (per \$1,000 total revenue) (level two)

Cost to Return to supplier (per \$1,000 total revenue) (level two)

Supply Chain Asset Management

Cash-to-Cash Cycle Time (level one)

Return on Supply Chain Fixed Assets (level one)

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Return on Working Capital (level one)

Days Sales Outstanding (level two)

Inventory Days of Supply (level two)

Days Payable Outstanding (level two)

Supply Chain Revenue (per \$1,000 total revenue) (level two)

Cost of Goods Sold (per \$1,000 total revenue) (level two)

Supply Chain Management Costs (per \$1,000 total revenue) (level two)

Supply Chain Fixed Asset Value (per \$1,000 total revenue) (level two)

Sales Outstanding (per \$1,000 total revenue) (level two)

Payables Outstanding (per \$1,000 total revenue) (level two)

Inventory Value (per \$1,000 total revenue) (level two)