Open Standards Benchmarking Measure List
Supply Chain Planning

Cost Effectiveness

Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100654	Demand/supply planning costs per $1,000 revenue	190.0330 / (190.0040 * .001)	a	10215
100784	Inventory carrying cost as a percentage of average inventory value	190.0300	a	10005
103210	Supply chain management costs per $1,000 revenue	190.0320 / (190.0040 * .001)	a	10215
100433	Cost of goods sold as a percentage of revenue	(190.0060 / 190.0040) * 100		10005

Process Efficiency

Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
101218	Number of FTEs for the supply chain planning function per $1 billion revenue	190.0340 / (190.0040 * .000000001)	a	10215
101741	Perfect order performance	190.0250	a	10005
100076	Raw material inventory turns	190.0290		10005
100207	Average monthly national forecast error measured by the mean absolute percentage error (MAPE)	190.0220a		10005
100210	Average monthly product family forecast error measured by the mean absolute percentage error (MAPE)	190.0220c		10005
100215	Average monthly shipping location forecast error measured by the mean absolute percentage error (MAPE)	190.0220b		10005
100307	Return on fixed assets	190.0100		10749
100719	Finished goods inventory turns	190.0280		10005
100810	Key customer growth	190.0230		10102
103178	Shrinkage as a percentage of revenue	(190.0310 / 190.0040) * 100		10005
103482	Total inventory turns	190.0270		10005

Cycle Time

Metric Group ID	Metric Name	Metric Formula	KPI Flag	PCF ID
100178	Days sales outstanding	190.0080	a	10744
100395	Cash-to-cash cycle time in days	190.0070	a	10005
100496	Customer order cycle time in days	190.0240	a	10005

Printed on 8/10/2012

About APQC's Open Standards Benchmarking

· APQC is the steward of the open standard benchmarking content. Content is developed and reviewed by various subject matter experts.
· Participation in APQC's Open Standards Benchmarking is complimentary for APQC Enterprise Members. APQC Functional Members can benchmark in their functional membership at no cost.
· By participating, you will receive a detailed table comparing your responses with those of your peers. In essence, you'll get a row-by-row comparison of your responses versus those of your peers. The data tables will feature your answers as well as indicate the high, median and low performance ranges.
· Past participants have used open standards benchmarking research reports to set baselines for process improvement projects, to build a business case for new initiatives, to prioritize high-impact opportunities, and even to validate success or return on investment from efforts.

For more information, call +1-713-681-4020 or visit www.apqc.org/osb.

Printed on 8/10/2012