

General KPI Operations
PT Pakde Solusi Digital (Pakde By Shipper)

		Fulfillment
	Measurement (per month)	Standard
Inbound Sameday GRN	<u>Inbound Order Processed Sameday per Month (Inbound PO)</u> Total Inbound Order per Month (Inbound PO)	99.00%
Outbound Sameday Dispatch	<u>Outbound Order Processed Sameday per Month (SO)</u> Total Outbound Order per Month (SO)	99.00%
Inventory Record Accuracy (IRA) by quantity	<u>Actual qty (pcs)</u> System qty (pcs) *net-off based on quantity	99.00%
Warehouse Mishandling (Damage / (Volume Inbound + Outbound))	<u>Damage Mishandling when inbound and outbound per Month(pcs)</u> Total Quantity Inbound and Outbound per Month (pcs)	<1%
Error Fulfillment Rate	# Order Error / Total Outbound Order per Month	0.03%