

General KPI Operations

Fulfillment SLA 履行标准		
Item 项目	Measurement (per month) 指标 (月度)	Standard 标准
Inbound Sameday GRN 当日入库收货单	<u>Inbound Order Processed Sameday per Month (Inbound PO)</u> Total Inbound Order per Month (Inbound PO) <u>每月当日处理的入库单 (入库单)</u> 每月总入库单 (入库单)	99.00%
Outbound Sameday Dispatch 当日出库	<u>Outbound Order Processed Sameday per Month (SO)</u> Total Outbound Order per Month (SO) <u>每月当日处理的出库订单 (订单)</u> 每月总出库订单 (订单)	99.00%
Inventory Record Accuracy (IRA) by quantity (based on Stock on Hand) 库存数量准确率 (根据现有库存)	<u>Actual qty (pcs) 实际数量 (件)</u> System qty (pcs) 系统数量(件) *net-off based on quantity and value 根据数量进行净抵消	99.00%
Warehouse Mishandling (Damage / (Volume Inbound + Outbound)) 仓库出错率 (损坏/(入库量+出库))	<u>Damage Mishandling when inbound and outbound per Month(pcs)</u> Total Quantity Inbound and Outbound per Month (pcs) <u>每月入库和出库损坏件数 (件)</u> 每月出入库总数量 (件)	<1%
Error Fulfillment Rate 错误履行率	# Order Error / Total Outbound Order per Month 每月订单错误数量 / 总出库订单	0.50%

Notes 备注 :

SLA can be discussed on case by case basis for non-LT clients
履行标准可以根据非 LT 客户的具体情况进行讨论

Max storage occupancy to be added to the LOA
最大存储占用率将被添加到 LOA 中