

# Defense Logistics Agency

---

SEPRT 14



## Metrics Overview

Kathy Cutler, Deputy Commander  
Teresa Smith, Division Chief

---

**Warfighter  
Support**

**Stewardship  
Improvements**

**Business Process  
Refinements**

**Workforce  
Development**



# Enterprise Linked Logistics Information Source (ELLIS)

---

Web-based EDI centric system, external to SAP

- Measures activity on performance-based contracts
- Calculates monthly metrics for contracts associated with a program and supplier
  - IAW contract negotiated terms
  - Order/Item specific exclusions mask total program performance



# Comparison of ELLIS On Time Metric Performance & POF

---

SUPPLIER	ON TIME PERCENT	PERFECT ORDER FULFILLMENT %
SUPPLIER I	89.0%	48.4%
SUPPLIER N	92.0%	56.1%
SUPPLIER O	99.0%	74.2%
SUPPLIER K	92.0%	65.2%
SUPPLIER G	100.0%	77.9%
SUPPLIER H	94.0%	39.7%

- ELLIS On Time Percent Discounts Exclusions
- Data is EOM Jan 09

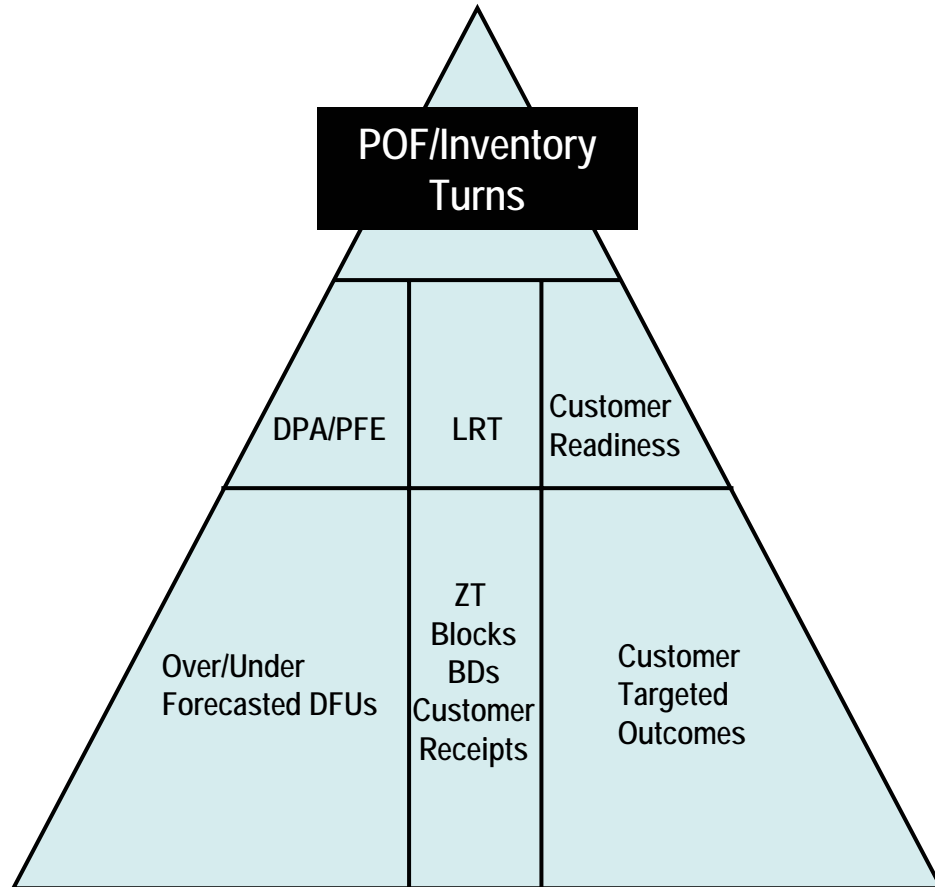


---

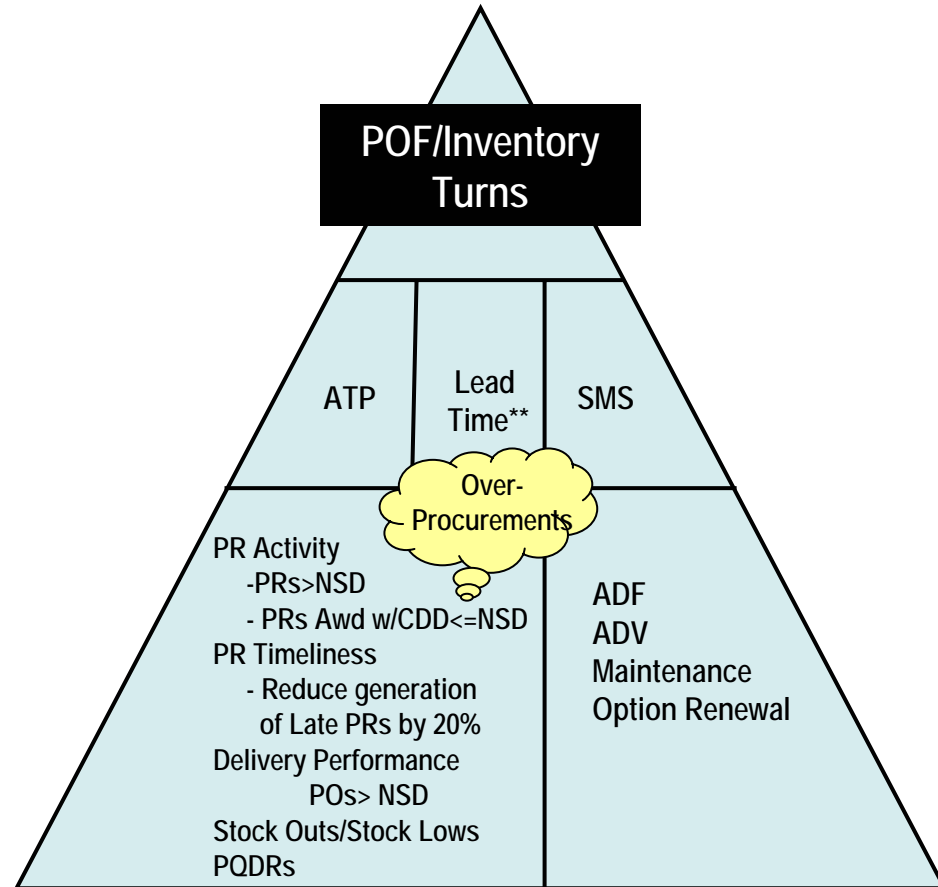
# **Attainment to Plan Perfect Order Fulfillment**



# AVN DC/SC Metrics



Supporting Metric:  
-PRs generated "late" due to demand issues.



Supporting Metrics:  
 -PRs >RAD  
 -PRs Awarded within RAD  
 -Lateness Variations of POs related to NSD  
 -Reduce Lateness per PR related to RAD  
 -Reduce Time to Award (Award Age)

\*\*NO SPECIFIC GOAL



# Need Ship Date (NSD) and Required Award Date (RAD)

## CUSTOMER FOCUSED



PRs are system generated in Manugistics based on Stock Position

## NOT CUSTOMER FOCUSED



PRs could be cancelled and new Required Delivery Date would allow for full ALT and PLT, resulting in UFOs.



# Attainment To Plan (ATP) Overview

---

- Measures performance against the execution of the demand/supply plan
- Delineates performance based on:
  - Timeliness: Was the contract rec'd by the scheduled delivery date?
  - Quantity: Did the qty rec'd match the contract qty?
  - Quality: Was any line of the contract rec'd in other than condition code 'A'?
- Includes PRs/PO's with Need Ship Date in the current month, or PRs created in the current month with NSD in a previous month
- Calculation:
  - $[\text{PRs Achieved}/\text{PRs Possible}] * 100$



# Attainment to Plan (ATP) NSD Sub-Categories

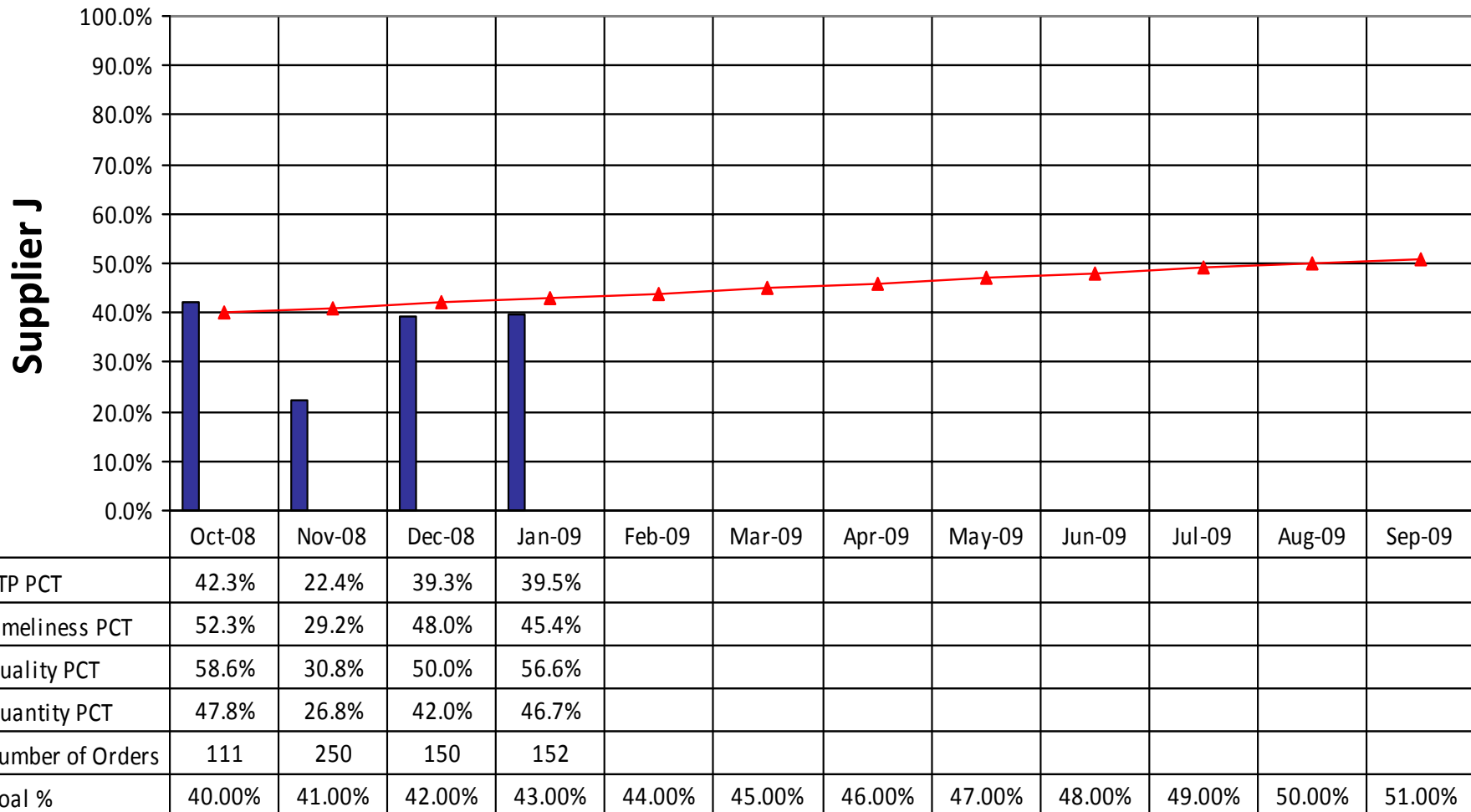
SUPPLIERS	ATP%	1A		1B		2A		2B		3	
		PASS	FAIL	PASS	FAIL	PASS	FAIL	PASS	FAIL	PASS	FAIL
SUPPLIER J	39.5%	17	4	1	1	12	6	28	66	2	15

1A: NSD > RDD	1C: NSD is blank (defaults back to RDD in ATP)	2B: NSD < SAP Create Date (Partial ALT & Partial PLT)
1B: NSD = RDD	2A: NSD < RDD (Partial ALT & Full PLT)	3: NSD < SAP Create Date





# Attainment to Plan (ATP)





# Perfect Order Fulfillment (POF) Overview

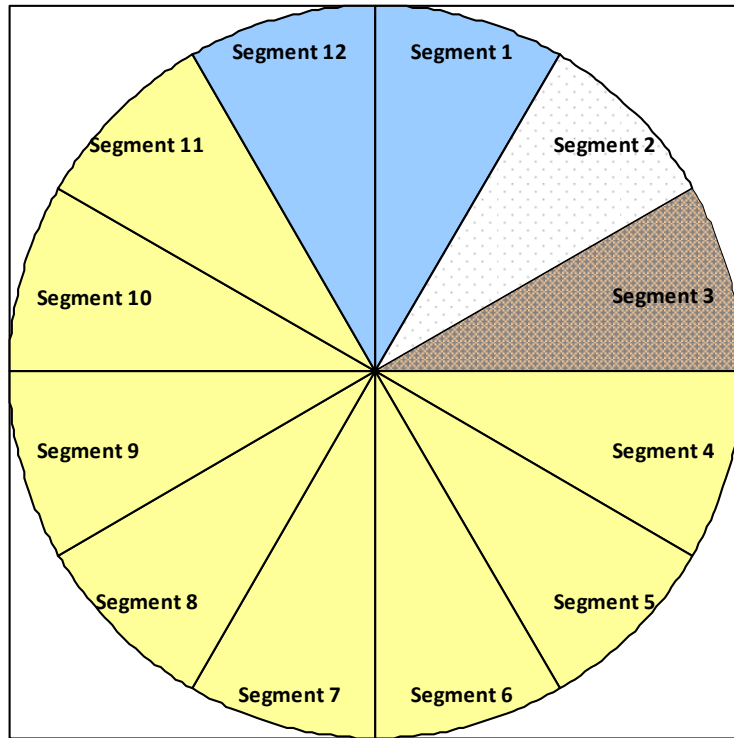
---

- Customer-Facing Metric
- Measures DLA's Order Fulfillment
- Currently limited to orders with a Material Receipt Acknowledgement\*\*
- 4 Components; a failure of any one component = Total POF failure
  - Timeliness: Was the order rec'd on time by the customer?
  - Quantity: Did the qty rec'd match the customer's order qty?
  - Quality: Were there any complaints from the customer on quality?
  - Documentation: Were there any complaints from the customer regarding documentation rec'd with the product?
- Calculation:
  - $[\text{POF Achieved Order Count} / \text{Total Order Count}] * 100$

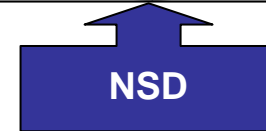
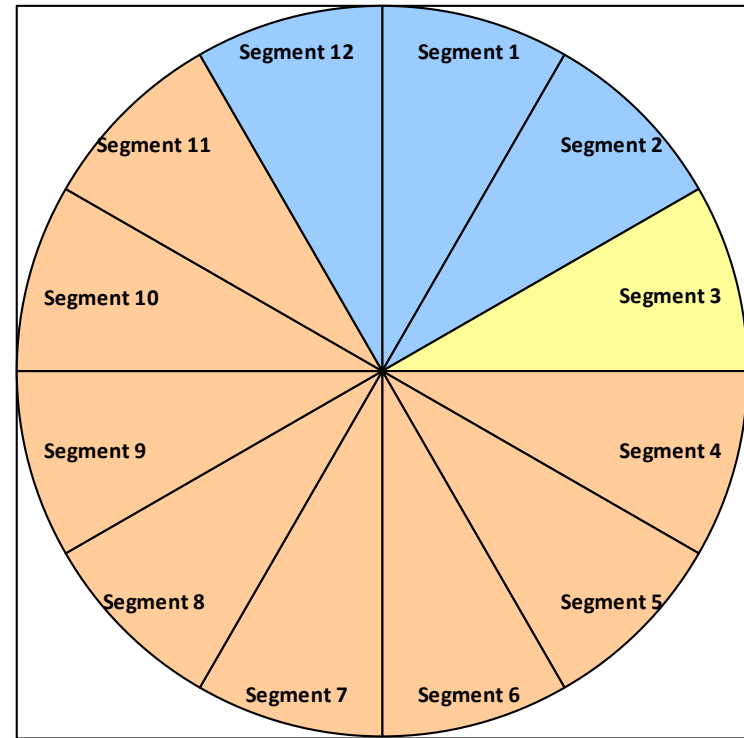


# Perfect Order Fulfillment Segments

## DLA DIRECT



## CUSTOMER DIRECT



CUSTOMER      DLA      SUPPLIER

- |                                    |                                      |                               |
|------------------------------------|--------------------------------------|-------------------------------|
| 1 Requisition Submit Time          | 5 Storage Site to CCP Transport Time | 9 In Transit to Theater Time  |
| 2 Service Processing Time          | 6 CCP Processing Time                | 10 POD Processing Time        |
| 3 ICP Processing time              | 7 CONUS In Transit Time              | 11 In Transit In Theater Time |
| 4 Storage Activity Processing Time | 8 POE Processing Time                | 12 Receipt Take Up Time       |



# Perfect Order Fulfillment (POF) 12 Segments Impacting POF

KT Type	POF%	1	2	3	4	5	6	7	8
CD Focus	39.7%	77.2%	0.0%	72.4%	30.2%	62.1%	33.6%	55.9%	70.0%
DD Focus	66.5%	91.8%	0.0%	85.3%	73.6%	93.9%	41.7%	36.9%	100.0%



- 1 Requisition Submit Time
- 2 Service Processing Time
- 3 ICP Processing time
- 4 Storage Activity Processing Time

- 5 Storage Site to CCP Transport Time
- 6 CCP Processing Time
- 7 CONUS In Transit Time
- 8 POE Processing Time

- 9 In Transit to Theater Time
- 10 POD Processing Time
- 11 In Transit In Theater Time
- 12 Receipt Take Up Time



# Perfect Order Fulfillment (POF) Corporate Fill Types A-B-C

---

<b>KT Type</b>	<b>POF%</b>	<b>A- Intermediate Issue</b>	<b>B - Planned DVD</b>	<b>C - UFO</b>
<b>CD Focus</b>	<b>39.65% (2280)</b>	<b>55.4% (787)</b>	<b>35.16% (1257)</b>	<b>6.08% (181)</b>
<b>DD Focus</b>	<b>66.53% (1177)</b>	<b>78.54% (988)</b>	<b>0.00%</b>	<b>3.72% (188)</b>

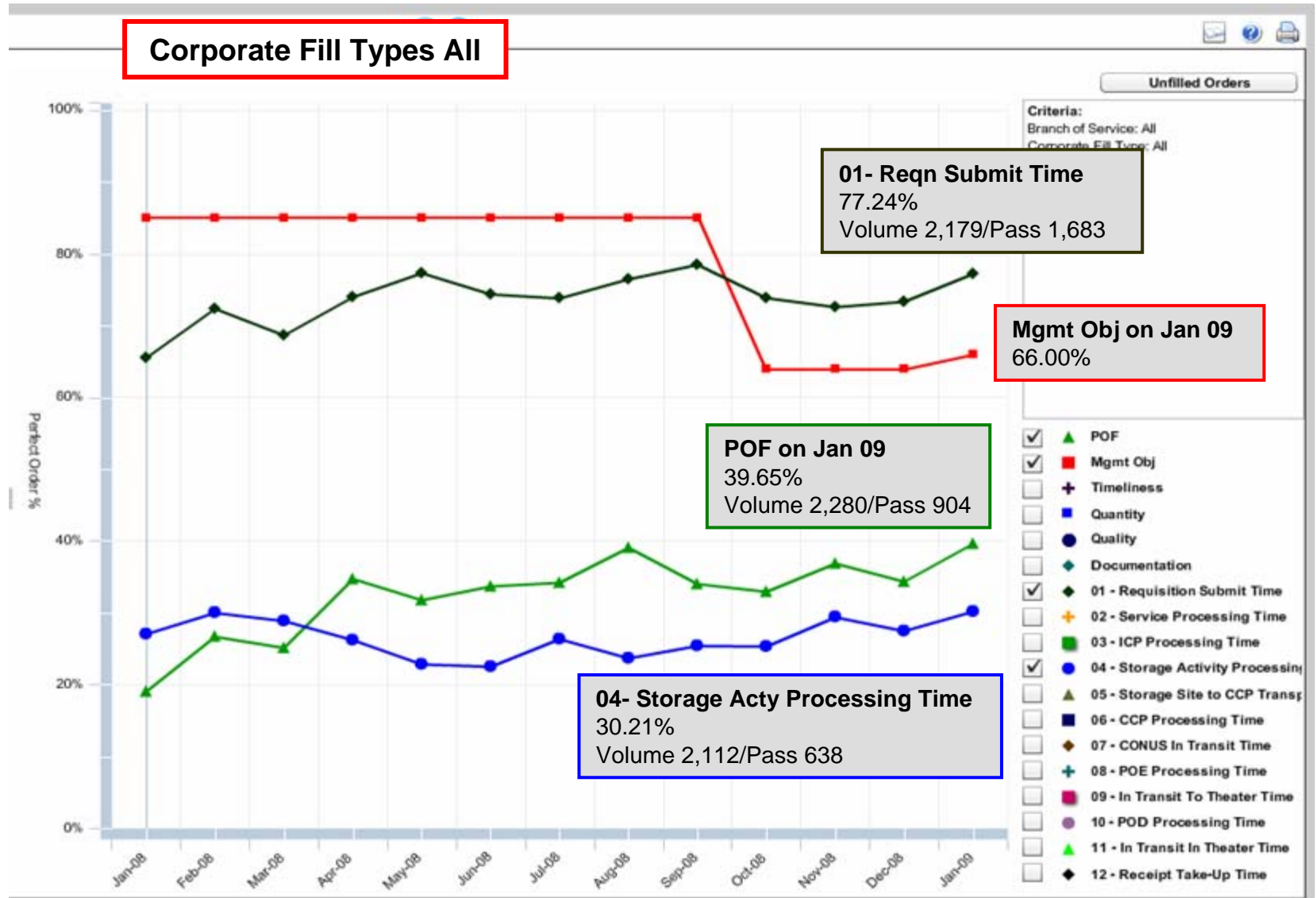
Immediate Issue = Filled from DLA Depot Stocks

Planned DVD = Filled from AAC 'H' (CD) Long-Term Contract Arrangement

Unfilled Order (UFO) = Stock not available for customer order

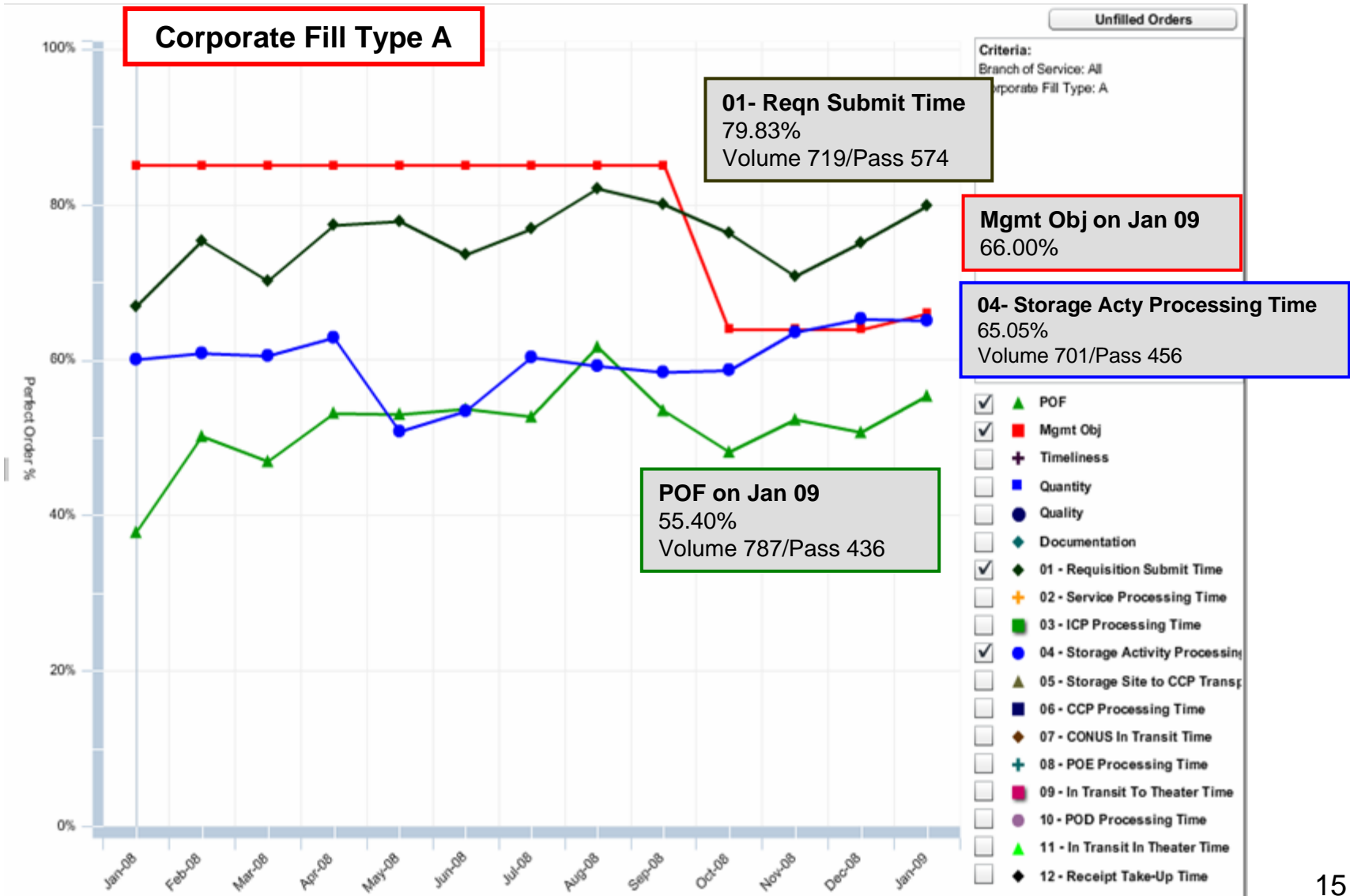


# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF



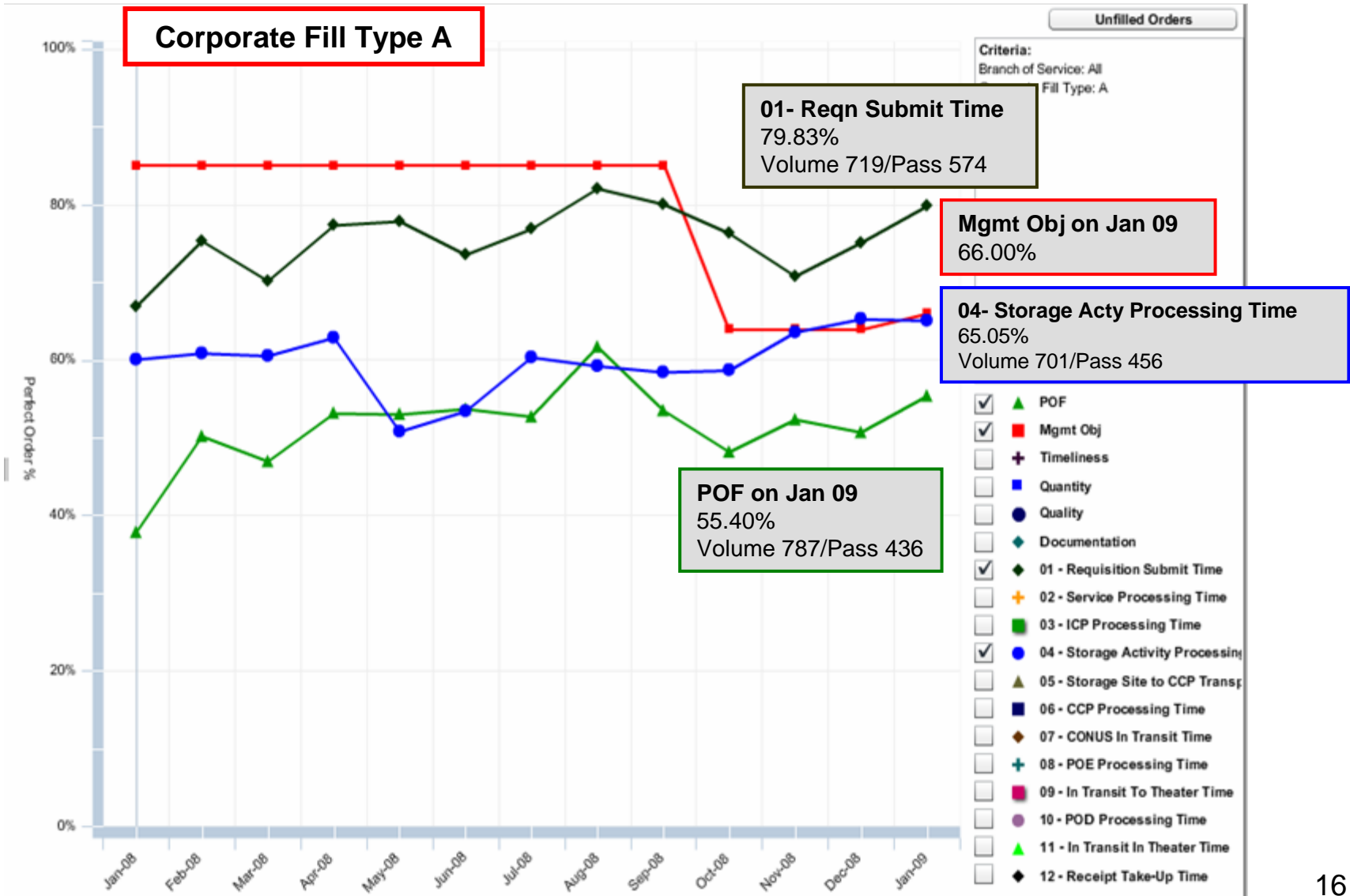


# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF





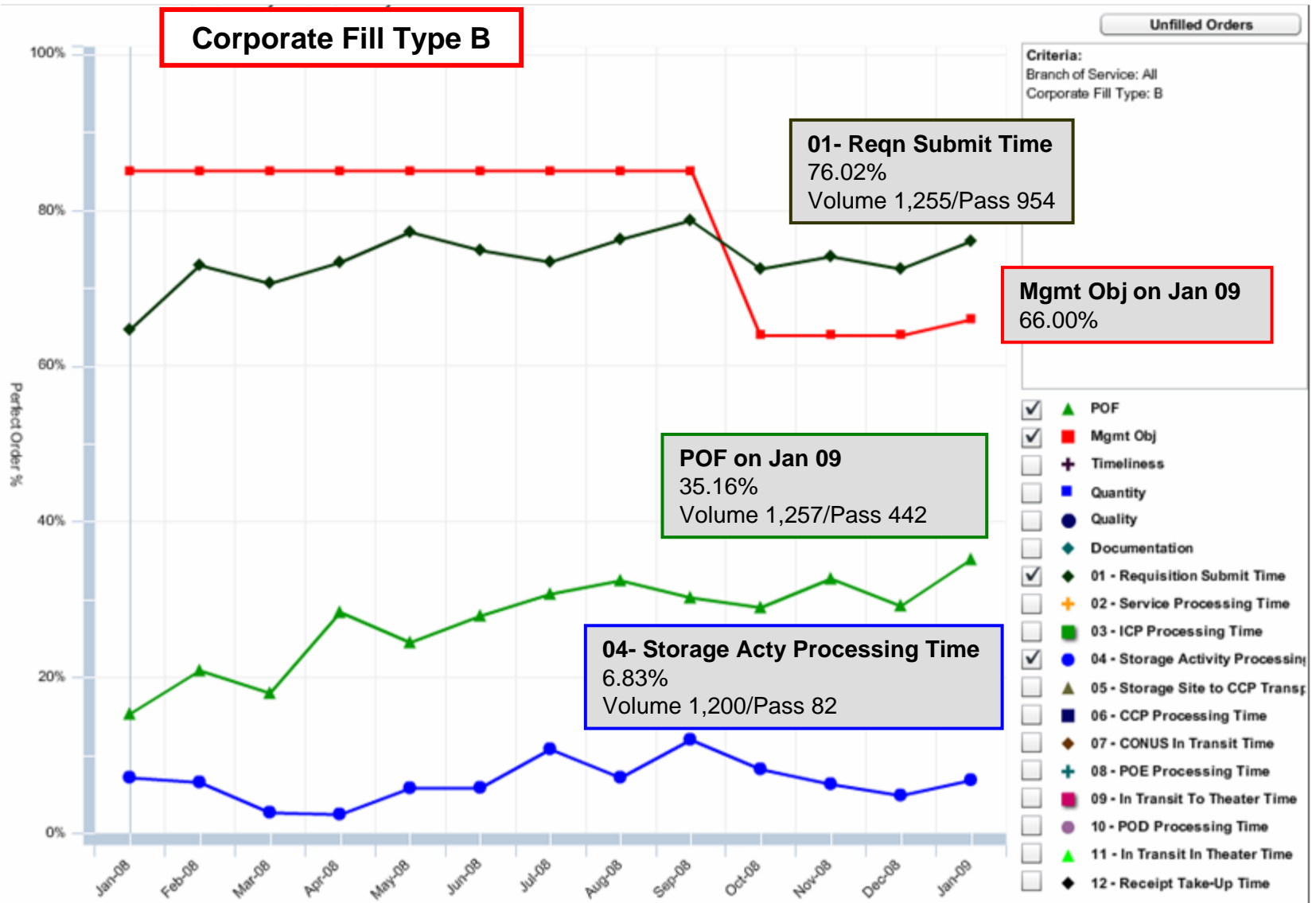
# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF





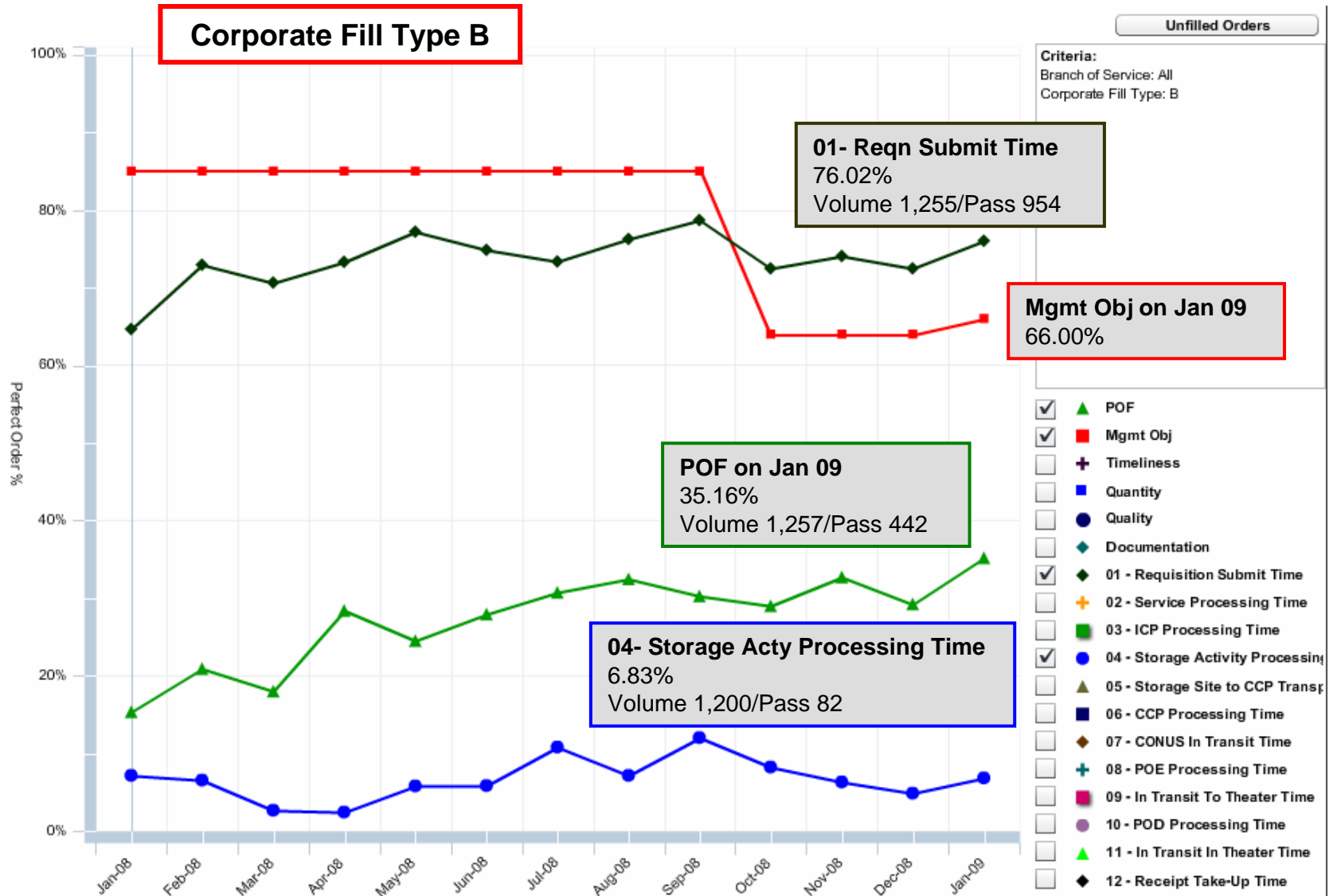


# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF



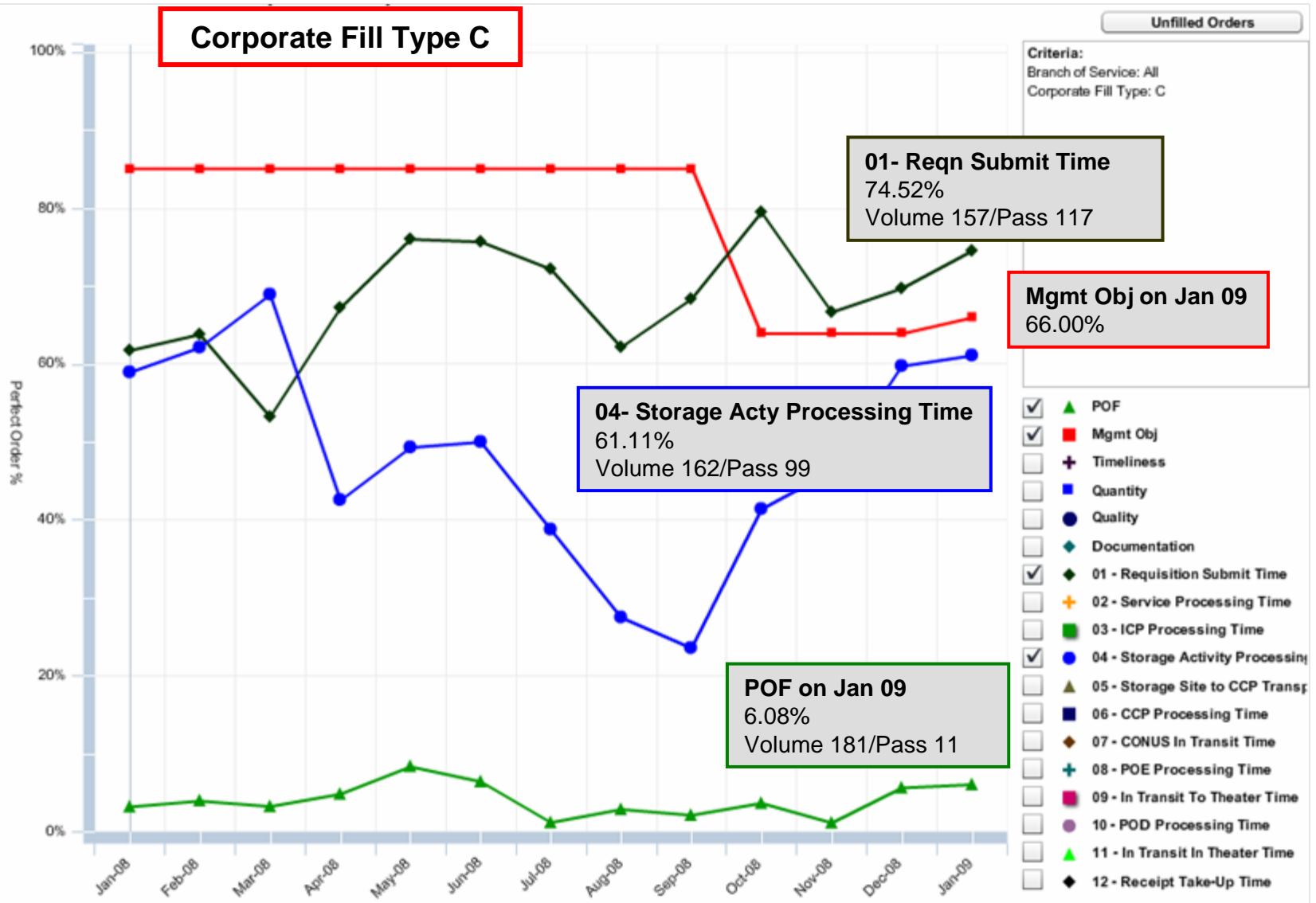


# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF



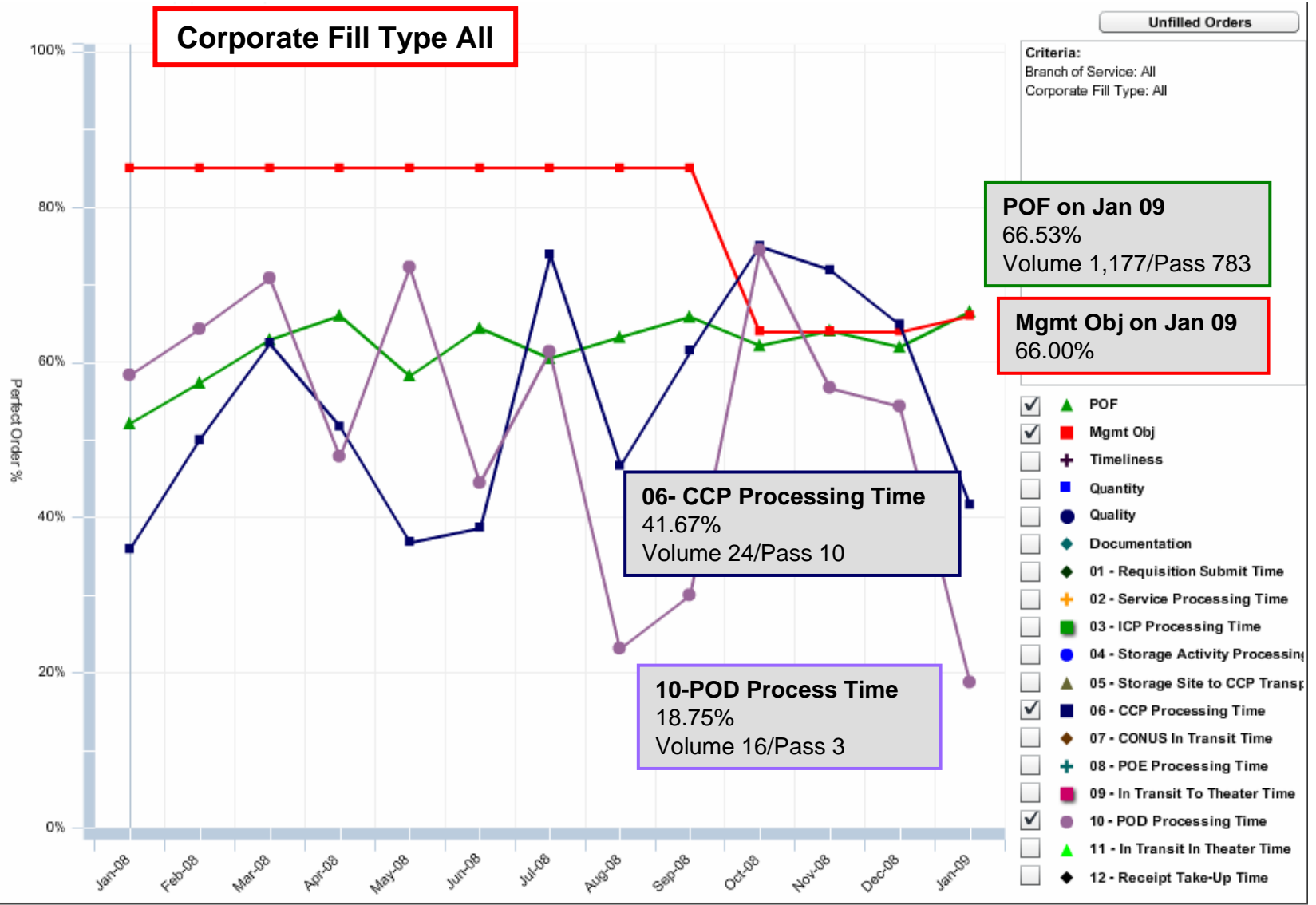


# Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF



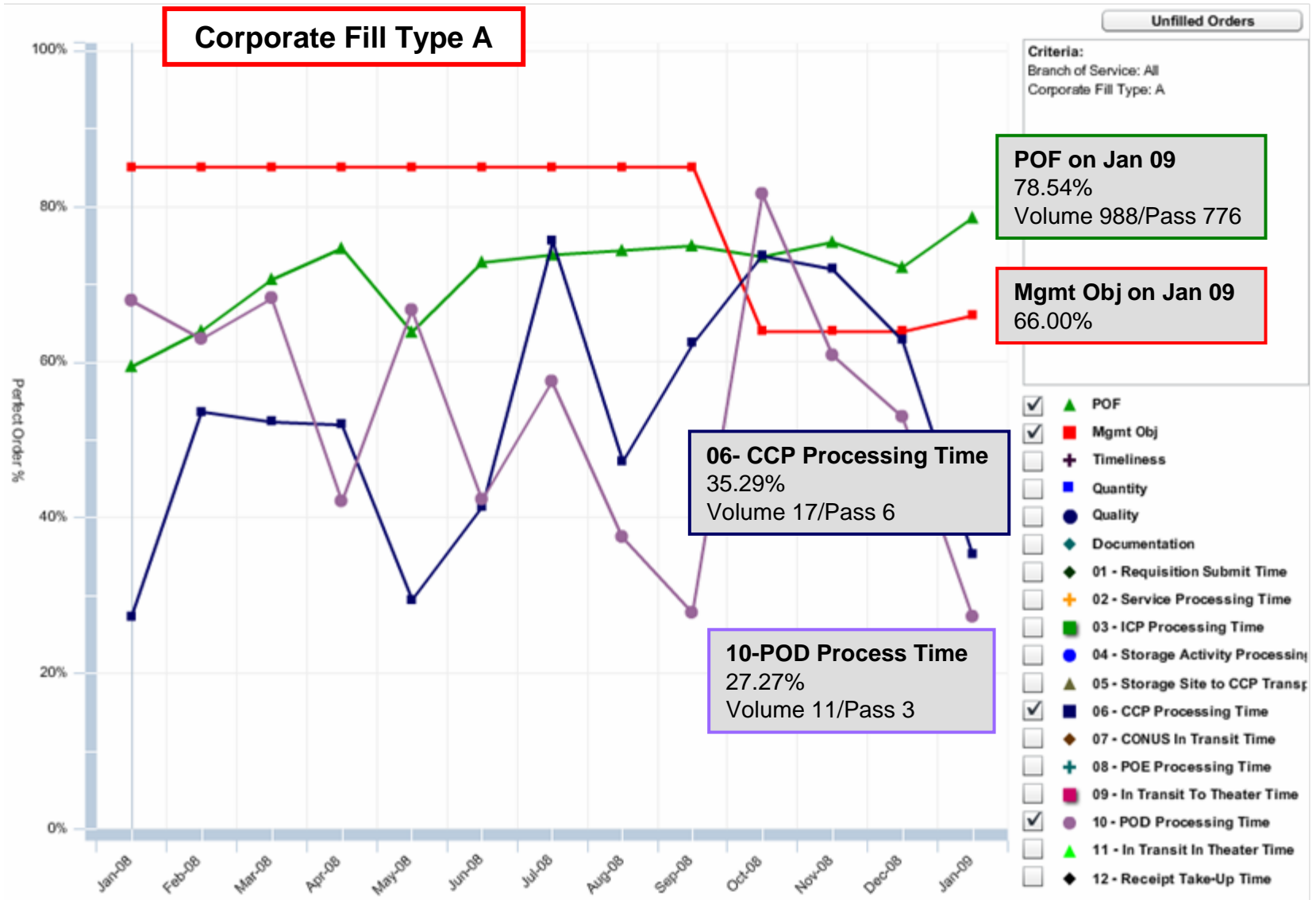


# Perfect Order Fulfillment – DLA Direct Focus Segments Impacting POF



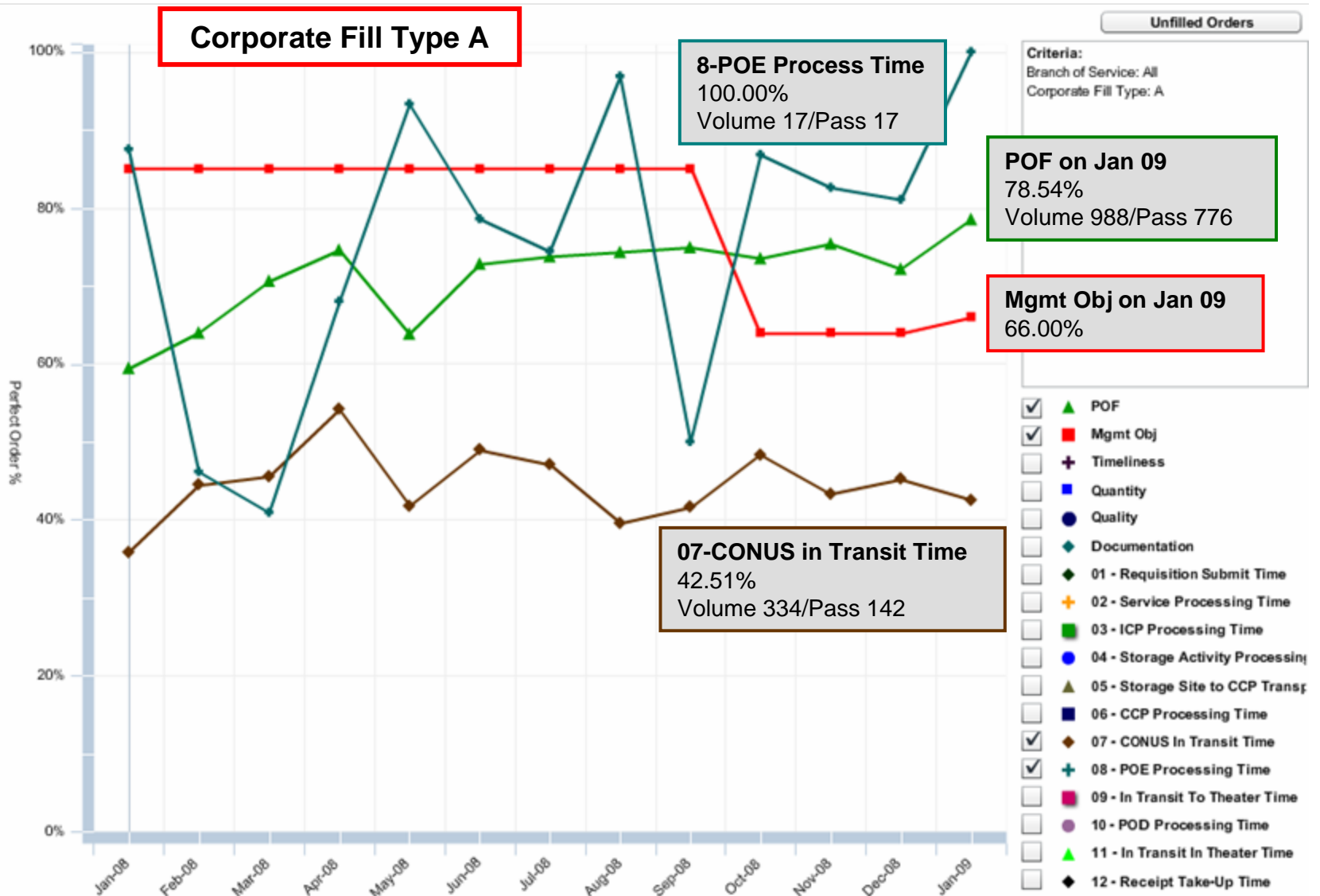


# Perfect Order Fulfillment – DLA Direct Focus Segments Impacting POF





# Perfect Order Fulfillment – DLA Direct Focus Segments Impacting POF





# Improvement Actions

---

- DLA:
  - Prioritize/Award by Required Award Date
  - Reduce ALT
    - Add items to LTC
    - Good technical packages/reviews
  - Valid/Accurate demand plans
  - Contract Delivery = NSD
- Supplier:
  - Reduce ALT
    - Add items to LTC
    - Complete/Actionable quotes
  - Match delivery to NSD
  - Expedite where CDD > NSD (when possible)