Defense Logistics Agency

SEPRT 14

Metrics Overview

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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

<table>
<thead>
<tr>
<th>SUPPLIER</th>
<th>ON TIME PERCENT</th>
<th>PERFECT ORDER FULFILLMENT %</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPPLIER I</td>
<td>89.0%</td>
<td>48.4%</td>
</tr>
<tr>
<td>SUPPLIER N</td>
<td>92.0%</td>
<td>56.1%</td>
</tr>
<tr>
<td>SUPPLIER O</td>
<td>99.0%</td>
<td>74.2%</td>
</tr>
<tr>
<td>SUPPLIER K</td>
<td>92.0%</td>
<td>65.2%</td>
</tr>
<tr>
<td>SUPPLIER G</td>
<td>100.0%</td>
<td>77.9%</td>
</tr>
<tr>
<td>SUPPLIER H</td>
<td>94.0%</td>
<td>39.7%</td>
</tr>
</tbody>
</table>

- ELLIS On Time Percent Discounts Exclusions
- Data is EOM Jan 09
Attainment to Plan
Perfect Order Fulfillment
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

Now

PR Create Date \((-\text{ALT})\) \rightarrow \text{Required Award Date} \((-\text{PLT})\) \rightarrow \text{Need Ship Date}

PRs are system generated in Manugistics based on Stock Position

NOT CUSTOMER FOCUSED

Old Way

PR Create Date \((+\text{ALT})\) \rightarrow \text{Required Award Date} \((+\text{PLT})\) \rightarrow \text{Required Delivery Date}

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:
  – \([\text{PRs Achieved}/\text{PRs Possible}] \times 100\)
# Attainment to Plan (ATP)

## NSD Sub-Categories

<table>
<thead>
<tr>
<th>SUPPLIERS</th>
<th>ATP%</th>
<th>1A</th>
<th>1B</th>
<th>2A</th>
<th>2B</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>PASS</td>
<td>FAIL</td>
<td>PASS</td>
<td>FAIL</td>
<td>PASS</td>
</tr>
<tr>
<td>SUPPLIER J</td>
<td>39.5%</td>
<td>17</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>12</td>
</tr>
</tbody>
</table>

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

#### Supplier J

<table>
<thead>
<tr>
<th>Month</th>
<th>ATP PCT (%)</th>
<th>Timeliness PCT (%)</th>
<th>Quality PCT (%)</th>
<th>Quantity PCT (%)</th>
<th>Number of Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct-08</td>
<td>42.3%</td>
<td>52.3%</td>
<td>58.6%</td>
<td>47.8%</td>
<td>111</td>
</tr>
<tr>
<td>Nov-08</td>
<td>22.4%</td>
<td>29.2%</td>
<td>30.8%</td>
<td>26.8%</td>
<td>250</td>
</tr>
<tr>
<td>Dec-08</td>
<td>39.3%</td>
<td>48.0%</td>
<td>50.0%</td>
<td>42.0%</td>
<td>150</td>
</tr>
<tr>
<td>Jan-09</td>
<td>39.5%</td>
<td>45.4%</td>
<td>56.6%</td>
<td>46.7%</td>
<td>152</td>
</tr>
</tbody>
</table>

#### Goal %

- ATP PCT: 40.00% to 51.00%
- Timeliness: 40.00% to 50.00%
- Quality: 50.00% to 60.00%
- Quantity: 40.00% to 50.00%
- Number of Orders:
  - Oct-08: 111
  - Nov-08: 250
  - Dec-08: 150
  - Jan-09: 152

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**Note:** The diagram visually represents the attainment to plan data, showing trends from Oct-08 to Sep-09.
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 the any complaints from the customer regarding documentation rec’d with the product?

• Calculation:
  – \[\frac{\text{POF Achieved Order Count}}{\text{Total Order Count}} \times 100\]
Perfect Order Fulfillment
Segments

DLA DIRECT

1. Segment 12
2. Segment 1
3. Segment 10
4. Segment 9
5. Segment 8
6. Segment 7
7. Segment 6
8. Segment 5
9. Segment 4
10. Segment 3
11. Segment 2
12. Segment 11

CUSTOMER DIRECT

1. Segment 12
2. Segment 1
3. Segment 10
4. Segment 9
5. Segment 8
6. Segment 7
7. Segment 6
8. Segment 5
9. Segment 4
10. Segment 3
11. Segment 2
12. Segment 11

CUSTOMER DLA SUPPLIER

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)
12 Segments Impacting POF

<table>
<thead>
<tr>
<th>KT Type</th>
<th>POF%</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>CD Focus</td>
<td>39.7%</td>
<td>77.2%</td>
<td>0.0%</td>
<td>72.4%</td>
<td>30.2%</td>
<td>62.1%</td>
<td>33.6%</td>
<td>55.9%</td>
<td>70.0%</td>
</tr>
<tr>
<td>DD Focus</td>
<td>66.5%</td>
<td>91.8%</td>
<td>0.0%</td>
<td><strong>85.3%</strong></td>
<td>73.6%</td>
<td>93.9%</td>
<td>41.7%</td>
<td>36.9%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

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**

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

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

Corporate Fill Types All

01- Reqn Submit Time
77.24%
Volume 2,179/Pass 1,683

Mgmt Obj on Jan 09
66.00%

POF on Jan 09
39.65%
Volume 2,280/Pass 904

04- Storage Acty Processing Time
30.21%
Volume 2,112/Pass 638
Perfect Order Fulfillment - Customer Direct Focus
Segments Impacting POF

- Corporate Fill Type A

- 01- Reqn Submit Time
  79.83%
  Volume 719/Pass 574

- 04- Storage Acty Processing Time
  65.05%
  Volume 701/Pass 456

- POF on Jan 09
  55.40%
  Volume 787/Pass 436

- Mgmt Obj on Jan 09
  66.00%
Perfect Order Fulfillment - Customer Direct Focus Segments Impacting POF

Corporate Fill Type A

01- Req'n Submit Time
79.83%
Volume 719/Pass 574

Mgmt Obj on Jan 09
66.00%

04- Storage Acty Processing Time
65.05%
Volume 701/Pass 456

POF on Jan 09
55.40%
Volume 787/Pass 436
Perfect Order Fulfillment - Customer Direct Focus
Segments Impacting POF

Corporate Fill Type B

01- Reqn Submit Time
76.02%
Volume 1,255/Pass 954

Mgmt Obj on Jan 09
66.00%

POF on Jan 09
35.16%
Volume 1,257/Pass 442

04- Storage Acty Processing Time
6.83%
Volume 1,200/Pass 82
Perfect Order Fulfillment - Customer Direct Focus

Segments Impacting POF

Corporate Fill Type B

01 - Reqn Submit Time
76.02%
Volume 1,255/Pass 954

Mgmt Obj on Jan 09
66.00%

POF on Jan 09
35.16%
Volume 1,257/Pass 442

04 - Storage Acty Processing Time
6.83%
Volume 1,200/Pass 82

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Criteria:
Branch of Service: All
Corporate Fill Type: B

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Unfilled Orders

- POF
- Mgmt Obj
- Timeliness
- Quantity
- Quality
- Documentation
- 01 - Requisition Submit Time
- 02 - Service Processing Time
- 03 - ICP Processing Time
- 04 - Storage Activity Processing Time
- 05 - Storage Site to CCP Transmission
- 06 - CCP Processing Time
- 07 - CONUS In Transit Time
- 08 - PCE Processing Time
- 09 - In Transit To Theater Time
- 10 - PDI Processing Time
- 11 - In Transit In Theater Time
- 12 - Receipt Take-Up Time
Perfect Order Fulfillment - Customer Direct Focus
Segments Impacting POF

Corporate Fill Type C

01- Reqtn Submit Time
74.52%
Volume 157/Pass 117

04- Storage Acty Processing Time
61.11%
Volume 162/Pass 99

04- Storage Activity Processing Time
61.11%
Volume 162/Pass 99

POF on Jan 09
6.08%
Volume 181/Pass 11

Mgmt Obj on Jan 09
66.00%
Perfect Order Fulfillment – DLA Direct Focus
Segments Impacting POF

Corporate Fill Type All

06- CCP Processing Time
41.67%
Volume 24/Pass 10

10-POD Process Time
18.75%
Volume 16/Pass 3

POF on Jan 09
66.53%
Volume 1,177/Pass 783

Mgmt Obj on Jan 09
66.00%
Perfect Order Fulfillment – DLA Direct Focus
Segments Impacting POF

Corporate Fill Type A

POF on Jan 09
78.54%
Volume 988/Pass 776

Mgmt Obj on Jan 09
66.00%

06- CCP Processing Time
35.29%
Volume 17/Pass 6

10-POD Process Time
27.27%
Volume 11/Pass 3
Perfect Order Fulfillment – DLA Direct Focus
Segments Impacting POF

Corporate Fill Type A

8-POE Process Time
100.00%
Volume 17/Pass 17

POF on Jan 09
78.54%
Volume 988/Pass 776

Mgmt Obj on Jan 09
66.00%

07-CONUS in Transit Time
42.51%
Volume 334/Pass 142
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)