

# BIZERBA



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# 1 On Time Delivery OTD Supplier

## 1.1 On time delivery – Sign of quality in collaboration

Cooperative collaboration and reliability are key facts for business relationships. For that reason, we measure your reliability as a KPI which is called **On-time delivery (OTD)** in the future.

The KPI OTD has an impact on subsequent processes significantly, which is why the KPI is so important for and to us.

We want to reach 95% of **On-time delivery** – for every supplier, constantly, long term.

Over the course of the calendar year we measure all shipments and combine them to an overall OTD. The logic behind that is mentioned on side 2 (Measuring the On-time delivery). The result of the overall OTD is the basis for the yearly **supplier rating**.

## 1.2 Measuring point

The on-time shipment is measured based on your **first order confirmation** for the positions in the purchase order against the actual date of goods receipt. For every rule there is an exception which is described below.

### BIZERBA – Purchase order



Delivery date:	12.04.2024
Statistical delivery date:	12.04.2024

### Supplier – 1. order confirmation



1. confirmed delivery date:	16.04.2024
Statistical delivery date:	16.04.2024

When a supplier confirms a position with several scheduled lines in the 1. order confirmation, the schedule will be transferred.



1. confirmed delivery date:	1. schedule:	16.04.2024
	2. schedule:	18.04.2024
Statistical delivery date:	1. schedule:	16.04.2024
	2. schedule:	18.04.2024

## 1.3 Exceptions for later changes of the delivery date

OC	Case	Description	Statistical delivery date
Follow-up OC	1	BIZERBA pushes required delivery date	Manual change
Follow-up OC	2	Supplier improves the confirmed date after consultation with BIZERBA	Manual change

**1.4 Goods receipt date**



The mentioned delivery date on the order confirmation will be interpreted as incoming date. This is independent of the incoterm. We do not separate between outgoing and incoming date. It is always, **without exception the incoming date at BIZERBA.**




The booked goods receipt is our only measuring point. If the supplier uses a forwarder etc. the supplier must make sure that the goods arrive on time at BIZERBA. Currently all shipments can arrive **5 working days early** before the confirmed delivery date.

**1.5 Measuring the On-time delivery**

The two dates determined are now compared. The following weighting is applied to the valuation of deliveries:

Statistical date vs. date of receipt	> 5 early	1-5 early	exact	1-2 late	3-5 late (new!)	> 5 late
Evaluation	40%	100%	100%	100%	0%	0%

Below based on a specific delivery date:

	Statistical delivery date	Goods receipt date	Rating
	16.04.2024	09.04.2024 until 18.04.2024	100%

	Statistical delivery date	Goods receipt date	Rating
	16.04.2024	earlier 09.04.2024 19.04.2024 until 23.04.2024	40% 60%

	Statistical delivery date	Goods receipt date	Rating
	16.04.2024	from 24.04.2024	0%



All shipments of a position in a purchase order are measured. Divided schedules which are not mentioned in the first order confirmation or before the actual shipment, will get measured negatively.

**2 Contact person**

If you have additional need for clarification, please contact your responsible operational buyer at BIZERBA. You can find the contact details on the purchase orders.