

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 98% of **On-time delivery** – for every supplier, constantly, long term.

Measurement of the OTD

Over the course of the calendar year we measure all shipments and combine them to an overall OTD. The logic behind that is mentioned below. The result of the overall OTD is the basis for the yearly **supplier rating**.

$$\text{On time delivery} = \frac{\text{Amount of on time shipments}}{\text{Amount of total shipments}}$$

Amount of total shipments	Amount of on-time shipments	OTD
150	100	67%

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 on the rear page.

BIZERBA does not accept due shipments.



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.**

BIZERBA – Purchase order



Delivery date: 20.05.2020
Statistical delivery date: 20.05.2020

Supplier – 1. order confirmation



1. confirmed delivery date: 26.05.2020
Statistical delivery date: 26.05.2020

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: 26.05.2020
2. schedule: 28.05.2020
Statistical delivery date: 1. schedule: 26.05.2020
2. schedule: 28.05.2020

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 requested delivery date	Manual change

Goods receipt date

The goods receipt date is booked by our incoming goods team in the ERP-system (SAP®). Shipments are booked on the same day by our team. However, this is valid only for shipments which **arrive until 15 o'clock at the latest** in our incoming goods area.



The booked goods receipt is our only measuring point without exception. 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.

Measuring the On-time delivery

Both dates are now compared to each other.

	Statistical delivery date	Goods receipt date	Rating
	26.05.2020	18.05.2020 until 26.05.2020	100%
	Statistical delivery date	Goods receipt date	Rating
	26.05.2020	1. schedule: 18.05.2020 until 26.05.2020 2. schedule: from 27.05.2020	100% 0%
	Statistical delivery date	Goods receipt date	Rating
	26.05.2020	from 27.05.2020	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.

Contact person

You can find the contact details of your responsible operative buyer on the purchase orders.

forename.surname@BIZERBA.com

If you have additional need for clarification please contact:

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