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### **METRICS**

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We are a global community of volunteers dedicated to developing and sharing a standard language to describe business processes, metrics, and other business terminology. We believe in sharing knowledge and findings openly so that anyone can build on our work.

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DP Dependability
RS Responsivenes
CO Cost
AE Asset Efficience

# DP1 Perfect Order Ratio

RS1 Order Cycle Time

RS2 Order Fill Rate

CO1 Supply Chain Costs

AE1 Cash Conversion Cycle

AE2 Fixed Asset Turns

DP12 Orders Defect Free Ratio DP13 Orders On-time Ratio

DP14 Orders In-full Ratio

DP11 Order Damage Free Ratio

DP15 Error-free Documentation Ratio

### **RS11 Planning Frequency**

RS12 Deliver Cycle Time

RS13 Make Cycle Time

**RS14 Sourcing Cycle Time** 

**RS21 Stock Out Ratio** 

**RS22 Order Processing Delays** 

CO11 Cost of Goods Sold

**CO12** Distribution Costs

**CO13** Other Operational Expenses

**AE11** Days Receivables Outstanding

AE12 Days of Inventory

AE13 Days Payables Outstanding

**AE21 Gross Fixed Assets** 

AE22 Asset Depreciation Ratio

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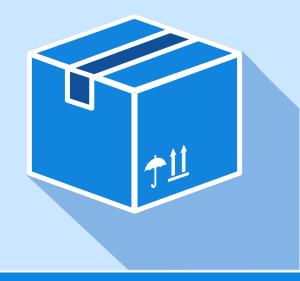
## SUPPLY CHAIN **MANAGEMENT**

QUICK REFERENCE CARD 2021 EDITION









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## MANAGEMENT

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A Align				G Govern							
A1 Align Strategy	A2 Align Network	A3 Align Processes	A4 Align Resources	G1 Manage Performance	G2 Manage Compliance	G3 Manage Risk	G4 Manage Sustainability				
Analyze A	nalyze Supply	Analyze Supply	A401 Analyze Change Portfolio	G101 Run, Validate & Distribute Reports	G201 Monitor Regulatory Agencies	G301 Define Context	G401 Analyze Sustainability Goals				
Discover De	efine Supply	Document	A402 Collect Technology Data	G102 Analyze Reports	G202 Map Policies to Supply Chain Network	G302 Identify Risks	G402 Define Supply Chain Priorities				
Segment De	efine Network	Collect Process	A403 Identify Technology Gaps	G103 Identify Root Causes	G203 Evaluate Applicability	G303 Analyze Risks	G403 Identify Sustainability Gaps				
Prioritize Pe Supply Chains O	erform Network Organizational	Perform Process Organizational	A404 Perform Tech. Organizational Analysis	G104 Prioritize Root Causes	G204 Assess Regulatory Impact	G304 Evaluate Risks	G404 Treat Sustainability Gaps				
Analyze Ai	nalyze Network	Analyze Process		G105 Develop Solution	G205 Manage & Publish Policies	G305 Treat Risks	G405 Monitor & Evaluate				
Perform Ai	nalyze Network	Analyze Process	A406 Collect Competency Data	G106 Monitor Improvement Program	G206 Monitor & Audit	G306 Monitor Risks	G406 Report & Communicate				
Analyze A	nalyze Network	Define Process Solutions	A407 Identify Competency Gaps	G107 Report & Communicate	G207 Report & Communicate	G307 Report & Communicate					
Define Pr	rioritize	Define To-Be	A408 Analyze Training Portfolio								
Define Define	efine Network	Validate To-Be	A409 Develop Comp. Development Plan								
Collect Do Supply Chain Su	efine To-Be upply Chain	Assess Business	A410 Collect Budget Data								
Benchmark Va Supply Chain Su	'alidate To-Be upply Chain	Assess Organizational	A411 Assess Budget Gaps								
	Align Strategy  A101 Analyze Business Plan  A102 Discover Supply Chains  A103 Segment Supply Chains  A104 Prioritize Supply Chains  A105 Analyze Competitive Landscape  A106 APerform Organizational Analysis  A107 Analyze Strategic Market Priorities  A108 Define Supply Chain Network  A109 Define Scorecard  A110 Collect Supply Chain Data  A111 Benchmark Supply Chain SS	A1 A2 Align Strategy Align Network  A101 Analyze Business Plan Chain Strategy  A102 Discover Supply Chain Strategy  A103 Segment Supply Chain Network  A104 Prioritize Supply Chains Organizational Analysis  A105 Analyze A205 Analyze Network Organizational Analysis  A106 Perform Organizational Analysis  A106 A206 Analyze Network Standardization  A107 Analyze Standardization Constraints  A108 Perform Organizational Analysis  A108 Pefine Supply Chain Network  A109 Define Define Network Solutions  A100 A201 Define Network Net	A101 A102 Discover Supply Chains A103 Segment Supply Chains A104 Prioritize Supply Chains A105 Analyze	A101 A102 A102 A103 Segment Supply Chains A104 Prioritize Supply Chains A105 Analyze Supply Chains A106 A107 Analyze A106 Perform A107 Analyze A107 Analyze A107 Analyze A107 Analyze A108 A208 Define A107 Analyze A108 A208 Define A108 Define A208 Define A209 Define A209 Define A207 Analyze Anal	Align Strategy  Align Network  Align Strategy  Align Network  Align Network  Align Processes  Align Processes  Resources  Alon Analyze Supply Chain Strategy Chain Network  Alon Discover Supply Chains Segment Supply Chains Segment Process Flow Supply Chains  Alon Alon Alon Alon Alon Alon Alon Alo	Align Strategy Align Strategy Align Strategy Align Network Align Strategy Align Network Align Nalign Network Align Nalign Network Align Nalign Network Align Nalign Naligate Nalign Nalign Nalign Nalign Nalign Nalign Nalign Nalign Naligate	Align Align Strategy Align Strategy Align Strategy Align Network Align Strategy Align Network Align Strategy Align Network Align Network Align Network Align Processes Resources Remonts Resources Remonts Resources Remonts Resources Remonts Resources Remonts	Align Align Strategy Align Align Align Align Align Align Align Align Align Resources Performance Performance Performance Align Align Align Align Align Align Align Align Resources Performance Performance Performance Align Manage Compliance Manage Compliance Manage Sustainability Align Manage Sustainability Align Manage Compliance  Galo1 Monitor Monit	Align Align Strategy Align Network Align Processes Align Processes Align A	Align Align Align Network Processes Resources	Align