

# Logistics Project Management

## Online Session

### Topic: Logistics Customer Response - Key Performance Indicators

#### Exercise

The Excel file named 'Exercise\_Data\_Logistics\_Customer\_Response.xlsx' includes 2 tables that record

- The list of orders
- The list of total durations for each product line

Screenshots in Figure 1 and Figure 2:

Vendor	Order ID	Date	Customer Loyalty Card	Product line	Unit price	Quantit	Payment
Carrefour	750-67-8428	1/5/2019	234-421-54	Health and beauty	€ 74.69	7	Ewallet
Carrefour	226-31-3081	3/8/2019	123-542-11	Electronic accessories	€ 15.28	5	Cash
Carrefour	631-41-3108	3/3/2019	123-542-11	Home and lifestyle	€ 46.33	7	Credit card
Carrefour	123-19-1176	1/27/2019	234-421-54	Health and beauty	€ 58.22	8	Ewallet
Carrefour	373-73-7910	2/8/2019	123-542-11	Sports and travel	€ 86.31	7	Ewallet
Carrefour	699-14-3026	3/25/2019	434-444-43	Electronic accessories	€ 85.39	7	Ewallet
Carrefour	355-53-5943	2/25/2019	234-421-54	Electronic accessories	€ 68.84	6	Ewallet
Carrefour	315-22-5665	2/24/2019	123-542-11	Home and lifestyle	€ 73.56	10	Ewallet
Carrefour	665-32-9167	1/10/2019	434-444-43	Health and beauty	€ 36.26	2	Credit card
Carrefour	692-92-5582	2/20/2019	123-542-11	Food and beverages	€ 54.84	3	Credit card
Carrefour	351-62-0822	2/6/2019	123-542-11	Fashion accessories	€ 14.48	4	Ewallet
Carrefour	529-56-3974	3/9/2019	234-421-54	Electronic accessories	€ 25.51	4	Cash
Carrefour	365-64-0515	2/12/2019	434-444-43	Electronic accessories	€ 46.95	5	Ewallet
Carrefour	252-56-2699	2/7/2019	434-444-43	Food and beverages	€ 43.19	10	Ewallet
Carrefour	829-34-3910	3/29/2019	234-421-54	Health and beauty	€ 71.38	10	Cash
Carrefour	299-46-1805	1/15/2019	434-444-43	Sports and travel	€ 93.72	6	Cash
Carrefour	656-95-9349	3/11/2019	123-542-11	Health and beauty	€ 68.93	7	Credit card
Carrefour	765-26-6951	1/1/2019	234-421-54	Sports and travel	€ 72.61	6	Credit card
Carrefour	329-62-1586	1/21/2019	234-421-54	Food and beverages	€ 54.67	3	Credit card
Carrefour	319-50-3348	3/11/2019	434-444-43	Home and lifestyle	€ 40.30	2	Ewallet
Carrefour	300-71-4605	2/25/2019	434-444-43	Electronic accessories	€ 86.04	5	Ewallet
Carrefour	371-85-5789	3/5/2019	434-444-43	Health and beauty	€ 87.98	3	Ewallet
Carrefour	273-16-6619	3/15/2019	123-542-11	Home and lifestyle	€ 33.20	2	Credit card
Carrefour	636-48-8204	2/17/2019	434-444-43	Electronic accessories	€ 34.56	5	Ewallet
Carrefour	549-59-1358	3/2/2019	434-444-43	Sports and travel	€ 88.63	3	Ewallet
Carrefour	227-03-5010	3/22/2019	234-421-54	Home and lifestyle	€ 52.59	8	Credit card
Carrefour	649-29-6775	2/8/2019	434-444-43	Fashion accessories	€ 33.52	1	Cash
Carrefour	189-17-4241	3/10/2019	234-421-54	Fashion accessories	€ 87.67	2	Credit card
Carrefour	145-94-9061	1/25/2019	234-421-54	Food and beverages	€ 88.36	5	Cash
Carrefour	848-62-7243	3/15/2019	123-542-11	Health and beauty	€ 24.89	9	Cash

Figure 1

Product line	Order processing total duration (days)	Total affected warehousemen	Total affected cashiers
Health and beauty	55	10	1
Electronic accessories	35	14	2
Home and lifestyle	89	25	3
Sports and travel	78	21	2
Food and beverages	22	7	1
Fashion accessories	15	5	3

*Figure 2*

Suppose the working day in Carrefour is equal to 8 hours, provide the following Key Performance Indicators of the Logistics Customer Response (LCR):

- The Productivity KPI: Customer Response Productivity (CRP),
- The Quality KPI: Order Entry Accuracy (OEA),
- The Cycle Time KPI: Order Processing Time (OPT).