

**General KPI Operations
PT Pakde Solusi Digital (Pakde By Shipper)**

		Fulfillment
	Measurement (per month)	Standard
Inbound Sameday GRN	$\frac{\text{Inbound Order Processed Sameday per Month (Inbound PO)}}{\text{Total Inbound Order per Month (Inbound PO)}}$	99.00%
Outbound Sameday Dispatch	$\frac{\text{Outbound Order Processed Sameday per Month (SO)}}{\text{Total Outbound Order per Month (SO)}}$	99.00%
Inventory Record Accuracy (IRA) by quantity	$\frac{\text{Actual qty (pcs)}}{\text{System qty (pcs)}}$ *net-off based on quantity	99.00%
Warehouse Mishandling (Damage / (Volume Inbound + Outbound))	$\frac{\text{Damage Mishandling when inbound and outbound per Month(pcs)}}{\text{Total Quantity Inbound and Outbound per Month (pcs)}}$	<1%
Error Fulfillment Rate	$\frac{\# \text{ Order Error}}{\text{Total Outbound Order per Month}}$	0.03%