

We pioneer motion

Average time and effort for logistical complaints



Average time and effort for logistical complaints:

Indicator	Main criteria	Sub-criteria	Lump-sum minutes
ASN Accuracy	ASN not available / ASN not on time	ASN is not available and / or was not transmitted at the agreed time	37
		ASN content not correct	ASN data is not correct
Material Handling and Labeling	Packaging	Packaging instructions were not followed	60
		Cleanliness / Damage / Safety	73
		Label not readable / Label is missing	119
	Label	Wrong Label	59
		Incorrect Label, missing or wrong data or logos, wrong fitting	20
	Delivery documents		Delivery quantity does not correspond to the delivery note quantity
Missing / incorrect delivery (accompanying) documents (e.g. customs declaration)			44

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