The Gartner Hierarchy of Supply Chain Metrics has long been regarded as the industry standard for end-to-end supply chain performance measurement. Now Gartner has translated this framework into a dynamic benchmark database that enables you to compare key supply chain performance metrics with your peers. Unlike other benchmarking methodologies that compare metrics in isolation, the Gartner benchmarking methodology looks at the interdependencies between metrics to identify improvement opportunities and make better business trade-offs.

The Gartner supply chain benchmarking database includes 17 metrics across seven core process areas spanning multiple industries and geographies. Our research team will analyze your metrics and provide you with a customized report rating your performance against industry peers to identify areas of leadership and opportunities for improvement.
### Sample Output

#### Cash-to-Cash

- **Order to Ship (days)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 10.0
  - Your Score: 1.55
- **Order to Delivery (days)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 25.0
  - Your Score: -0.48
- **Perfect Order – OTIF (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 50.0
  - Your Score: -2.65
- **Days of Raw Material (days)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 35.0
  - Your Score: -1.78
- **Days of Work-in-Progress (days)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 13.0
  - Your Score: -1.26
- **Days of Finished Goods (days)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 65.0
  - Your Score: -2.93
- **Value of Total Inventory (% of Sales)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 13.0
  - Your Score: -1.69
- **Direct Material Cost (% of Sales)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 20.0
  - Your Score: 1.38
- **Supplier Receipts – On Time (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 75.0
  - Your Score: -2.10
- **Supplier Receipts – Passing Quality (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 93.0
  - Your Score: 0.55
- **Plant Utilization (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 85.0
  - Your Score: -0.17
- **Demand Forecast Error (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 40.0
  - Your Score: -1.23
- **NPD Time – Concept to Shipment (Months)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 13.0
  - Your Score: 0.47
- **New Product Introduction Forecast Error (%)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 50.0
  - Your Score: -0.25
- **Transportation Costs (% of Sales)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 4.5
  - Your Score: 0.43
- **Warehouse and DC Costs (% of Sales)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 2.0
  - Your Score: 1.75
- **Inventory Obsolescence (% of Inventory Value)**
  - Industry Median: x
  - Upper Quartile: x
  - Your Input: 4.3
  - Your Score: -0.22
7 Core Process Areas

<table>
<thead>
<tr>
<th>Order to Delivery</th>
<th>Demand Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perfect Order</td>
<td>New Product Introduction</td>
</tr>
<tr>
<td>Inventory Management</td>
<td>Supply Chain Costs</td>
</tr>
<tr>
<td>Source and Make</td>
<td></td>
</tr>
</tbody>
</table>

5 Industry Sectors

- Chemicals
- Consumer Products
- High-Tech/Electronics
- Industrial and General Manufacturing
- Life Sciences and Healthcare

Benchmarking Best Practices

- Excellence is a balancing act.
- Understand interdependencies and trade-offs between metrics.
- Start with what your customer values. Optimize the whole, not the parts.
- Segment and measure your multiple supply chains. The metrics are the same — it’s the targets that differ by segments.
- Benchmarks should not be used as targets. They can be useful as one of the inputs, directionally, to set improvement targets.
- Implementing consistent metrics should be approached as a multiyear project.

“This is extremely helpful for us and I would say possibly the most valuable benchmarking exercise for supply chain that we have seen to date.”

Supply chain executive from a global manufacturing firm
What Sets Gartner Supply Chain Benchmarking Apart?

Focus on end-to-end supply chain performance measurement and the interdependencies between key metrics rather than benchmarking isolated metrics

Based on the Gartner Hierarchy of Supply Chain Metrics model — a de facto industry standard for measuring end-to-end supply chain health

Custom report prepared by our expert supply chain analysts with recommendations for process improvements and key initiatives related to your supply chain performance

How it works

• Familiarize yourself with Gartner research and benchmarking best practices

• Submit your supply chain data to the Gartner research team

• Analyst team prepares customized benchmarking report and recommendations

For more information, please contact Debashis Tarafdar, Gartner Research Director (debashis.tarafdar@gartner.com) or your Gartner representative.