

## **Supply Chain Council & AAIA Supply Chain Benchmarking Initiative**

Questions submitted and answered during October 14, 2010 Webinar

**Q: Can you give us some idea what information we will be asked to submit?**

A: The workgroup has defined 9 specific supply chains to be the subject of the exercise and there are 20 or more metrics defined for each. No participant is likely to participate in all supply chains so the number of metrics will vary and include such things as: Order Response rate, Order Fill Level, Perfect Order rate, On Time Delivery rate, and more

**Q: How will the results be reported and divided?**

A: Results will be aggregated and reported for each of the specific supply chains. So metrics related to "Jobber/Retailer Stocked Hard Parts" will be reported apart from "Warehouse Distributor Non-Stocked Hard Parts" since the behavior of these supply chains are distinct

**Q: What will the report look like?**

A: A sample of the output is appended here. Each participant will see their performance metrics charted in relation to the top-50, 70 and 90<sup>th</sup> percentile of the aggregate

**Q: Will this be North American-centric or will European operations be included?**

A; We have very limited participation from those outside of the U.S. but all are welcome

**Q: How does this benchmarking initiative differ from APQC Supply Chain Logistics Model?**

A: The focus of this working group is very specific to the Vehicle Aftermarket. Results will be reported against the specific industry channel and not GPC, Pharmaceuticals or other industries

**Q: Is there any representation from the Canadian Aftermarket?**

A: No, not at this time. But, all are welcome to participate provided they are members of either AAIA or SCC

**Q: If we are a global organization should we report our global data or just North America?**

A: The working group is not limited to N.A. only so global metrics data should be reported

**Q: Is membership required to participate?**

A; Yes, participants must be members in either AAIA or the Supply Chain Council. This initiative is a collaborative and exclusive membership benefit