



CQO:
The Health Care
Supply Chain

Primary Distributor Fill Percentage Rate



Purpose:

Measure primary distributor fill rate, represented as a percentage of packages or stock-keeping units (SKU) successfully shipped on the first attempt.

Value:

Enables a health care organization to identify the effectiveness of order fulfillment by the primary distributor and set targets/goals with them.

Equation:

$$\frac{\text{Number of PO lines filled on first attempt by your primary distributor}}{\text{Total number of PO lines submitted to your primary distributor}} = \text{Primary Distributor Fill Percentage Rate}$$

Note: it is favorable to have a higher value for this Key. The higher the value the better.

Example:

- A hospital's total PO lines for the primary distributor is 10,000.
- The number of PO lines the primary distributor is able to fill is 9,500.

$$9,500 \div 10,000 = \mathbf{95\% \text{ Primary Distributor Fill Percentage Rate}}$$

Input Descriptions and Sources:

Input Name	Includes	Excludes
Total number of PO lines submitted to your primary distributor	If you have a "Fill or Kill" program set up with your primary distributor, please tabulate total PO Lines submitted to them this month. If you DO NOT have a "Fill or Kill" program set up, please tabulate total PO lines submitted to your primary distributor as required (e.g. daily, weekly basis).	POs to all suppliers which are not EDI capable.
Number of PO lines filled on first attempt by your primary distributor	If you have a "Fill or Kill" program set up with your primary distributor, how many PO lines were filled on first attempt this month? If you DO NOT have a "Fill or Kill" program set up, please tabulate total PO Lines filled on first attempt by your primary distributor as required (e.g. daily, weekly basis).	