Post-Peak KPI Scorecard

10 KPIs that turn post-peak analysis into an action plan.

KPI	ANALYZE BY:	DECISION IT SHOULD DRIVE:
Forecast Accuracy	Week & ship-from (facility)	Fix planning assumptions & downstream cost risk
On-Time Delivery Rate	Carrier, service level, & zone	Rebalance carrier & service mix where performance drops
Exception Rate	Exception type, lane, and week	Update routing rues & catch repeat problem lanes
Cost Per Package	Zone, lane, & carrier	Identify what's driving unit cost & target the biggest leak
Accessorial Fees Rate	Fee type, carrier, & package profile	Reduce the top 1 to 3 fee drivers first
Dimensional Weight Impact Rate	Carton & SKU (order profile) & lane	Right-size packaging and carton rules to reduce DIM impact
Time-in-Transit Performance	Lane & carrier (variability)	Reduce volatility & avoid unnecessary upgrades
Promise-Keeping Rate	Region, service level, & peak week	Align delivery promises with real transit performance
Billing Accuracy & Contract Compliance	Carrier & charge type	Recover overcharges & tighten invoice controls
Rate Change Exposure	Zone, service level, & year-over-year change	Plan contract strategy & test "what-if" scenarios

Track these KPIs post-peak to spot patterns fast and prioritize the highest-impact fixes.

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