How efficient is your freight management system? Is it operating at peak performance and driving customer satisfaction and business results on all fronts? These can be difficult questions to answer. Consider these core freight management key performance indicators (KPIs) as a great starting point.

Gauge and Improve Your Freight Management Performance

Six Critical Key Performance Indicators

1. **Safety**
   - Ensures freight activity is performed appropriately, and in compliance with regulations and requirements

2. **Service**
   - Confirms that customer expectations are being met, increasing customer satisfaction

3. **Freight Costs**
   - Tracks trends and issues in freight rates, ensuring your spend is competitive with others in your market

4. **Efficiency & Productivity**
   - Delays in loading or unloading, last minute order changes, and suboptimal shipment size are just a few areas of focus

5. **Route Guide Compliance**
   - Confirms that what you expect to happen with your shipments is actually happening; lack of compliance impacts cost and service

6. **Sustainability**
   - More and more of your customers are becoming aware of environment impacts, and expect you to be aware of your own footprint

**NEXT, FINE TUNE YOUR REPORTS**

Within the critical KPI areas, there are specific areas of focus in order to affect meaningful improvement.

- Consider items such as these:
  - Service Defect Analysis
  - Equipment Utilization
  - Order Planning Lead Time
  - Carrier Compliance
  - Shipment Transit Times

**LASTLY, DRIVE ENTERPRISE-WIDE PERFORMANCE**

By evaluating the direct causes behind each KPI, your company can identify the key areas for improvement to drive end-to-end supply chain performance.

- Increase functional efficiencies
- Increase customer satisfaction
- Streamline operations
- Save time and money
- Set industry standards
- Gain a competitive advantage

**IMPROVE YOUR FREIGHT MANAGEMENT PERFORMANCE TODAY**

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Source: Minnesota Department of Transportation, Measurement Sources for Freight Performance Measures and Indicators