

North American OEM Haul-Away Transportation KPI Scorecard

OEM NAME:	
HAUL-AWAY CARRIER NAME:	
ADDRESS:	
CITY:	
STATE:	
ZIP:	
SCAC:	

Operational				Quality & Claims			
	Objectives	Target	Current	Status		Objectives	Target
	Reduce Dwell			▼		100% Damage Free Ratio	
	Dispatch Reliability			▲		30-day Claim Settlement	
	Sold Order Dispatch Reliability			►		Minimum Claim Cost	
	Meeting Capacity Requirements			▲			

Data				Sustainability			
	Objectives	Target	Current	Status		Objectives	Target
	Data Timeliness			▲			
	Dealer Delivery Reporting			▲			

TITLE	DESCRIPTION	MEASURE	MATH DEFINITION	COMMENTS
Shippable Dwell	Final release/tender to outgate	Time/Hours	Time of outgate event - Time of final release/tender	The time the vehicle spends in the compound after being released to the carrier (excludes any time on hold). This may vary by OEM, so check with your contracted OEM for details.
Shippable Dwell	Outgate event to arrival at destination	Time/Hours	Time of delivery to destination - Time of outgate event	The time the vehicle spends on the carrier after exiting the compound
Dispatch Reliability	Final release/tender to outgate/pickup	%	1-([OEM specific excess aging to OEM standard]/[Total Ground Count])	The percent of vehicles that shipped within the dispatch standard days (FIFO)
Dispatch Reliability (Sold Orders)	Final release/tender to outgate/pickup (sold orders)	%	1-([OEM specific excess aging for solds to OEM standard for solds]/[Total Ground Count for solds])	The percent of vehicles that shipped within the dispatch standard days (Sold ONLY, FIFO)
Capacity	Vehicles shipped to the expected capacity by week	%	# vehicles shipped per week / # vehicles expected per week	Actual capacity provided versus the expected capacity by location by week. Sub-haulers are the responsibility of contracted carrier.
Damage ratio (damage free ratio)	Number of VINs damaged per number of VINs shipped	%	# of VINs damaged / # of VINs moved	The percent of vehicles damaged over the total number of vehicles moved*
Claims settled within 60 days of assessment	Percent of claims settled within 60 days	%	# of claims settled within 60 days / # of claims assigned to the carrier overall (excludes disputed claims)	The percent of settled claims that have been paid by the supplier within 60 days of assignment. Goal 80% within 60, 90% within 90, 100% within 120. Timeliness of claims paid after assignment to carrier.
Average claim cost	Total value of claims filed to a supplier over the number of VINs with claims	%	\$ Total value of claims / # of VINs with claims (excludes disputed claims)	Average value per claim
Data Timeliness	Successful transmission of milestone event into systems within 4 hours.	%	# of successful transmissions of milestone events into systems within 4 hours / total # of successful transmissions of milestone events into system.	The number of transmissions within 4 hours of the physical event divided by the total number of transmissions. This may vary by OEM contract. Verify with your respective OEM.
Dealer delivery reporting timeliness	Transmission of milestone delivery event into systems (OEM Specific timing)	%	# of transmissions of milestone delivery events into systems within OEM specific timing / total # of transmissions of milestone events into systems	The number of delivery transmissions within OEM specific timing divided by the total number of delivery transmissions
Grams/ ton-mile of Carbon Dioxide (CO2)	Smartway Grams/ ton-mile of Carbon Dioxide (CO2)	Rank 1-5	Smartway ranking system, 1 is best 5 is worst	
Grams/ ton-mile of Nitrogen (NOx)	Smartway Grams/ ton-mile of Nitrogen (NOx)	Rank 1-5	Smartway ranking system, 1 is best 5 is worst	
Grams/ ton-mile of Particulate Matter (PM)	Smartway Grams/ ton-mile of Particulate Matter (PM)	Rank 1-5	Smartway ranking system, 1 is best 5 is worst	