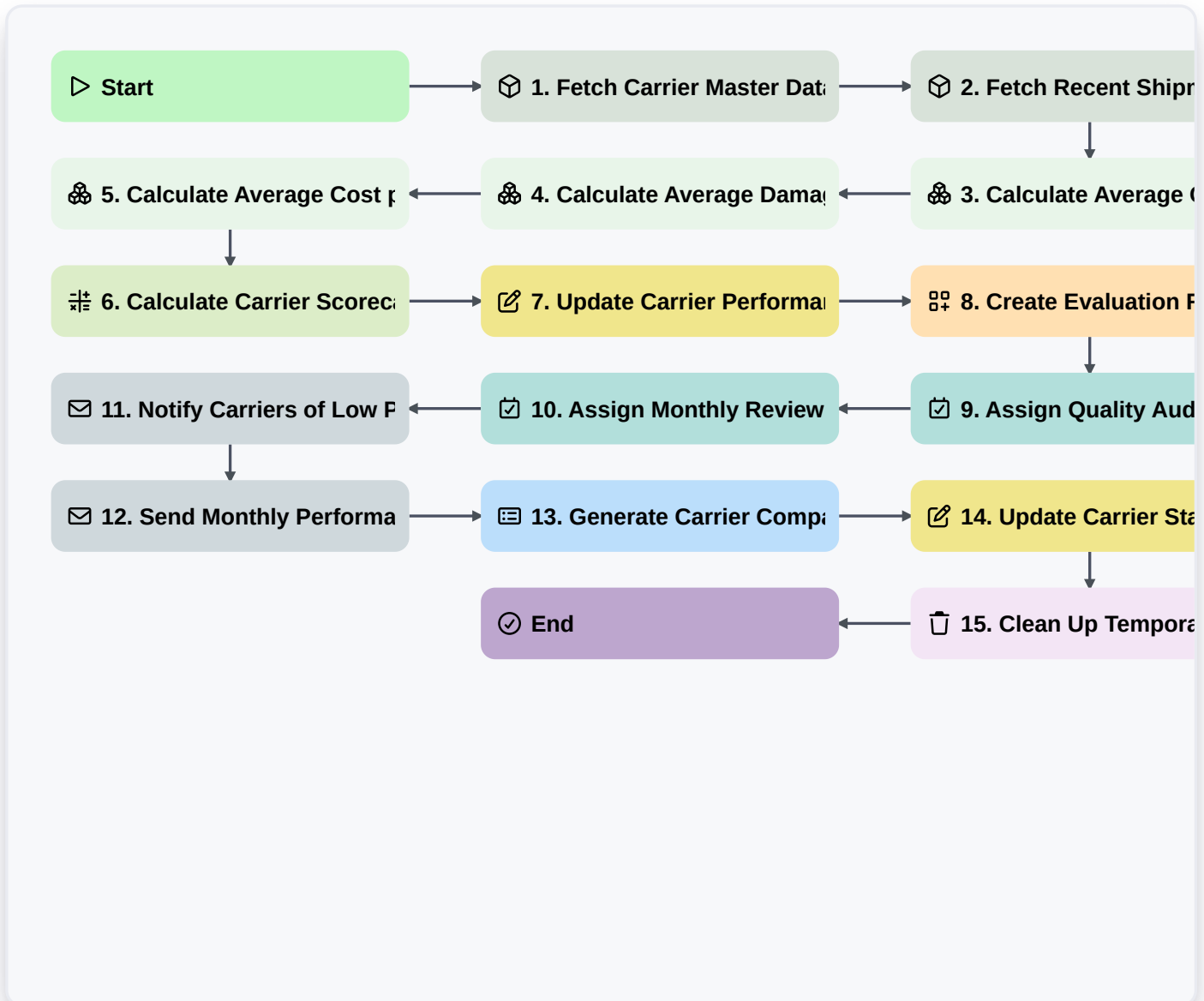


# Carrier Performance Monitoring & Evaluation Process



## Start

Start of the Workflow/Process.

## 1. Fetch Carrier Master Data

Retrieve all active carrier profiles from the Carrier Data Model to establish the scope of evaluation.

## 2. Fetch Recent Shipment Logs

Retrieve all shipment records associated with the carriers for the current evaluation period.

## 3. Calculate Average On-Time Delivery (OTD) Rate

Calculate the percentage of shipments delivered on or before the promised date per carrier.

## 4. Calculate Average Damage Rate

Calculate the frequency of cargo damage claims relative to total shipments handled.

## 5. Calculate Average Cost per Mile/Unit

Aggregate total freight spend divided by total volume to determine cost efficiency.



## **6. Calculate Carrier Scorecard Index**

Apply a weighted formula combining OTD, Damage Rate, and Cost metrics into a single performance score (0-100).

## **7. Update Carrier Performance Score**

Update the 'Current Score' field in the Carrier Data Model with the newly calculated index.

## **8. Create Evaluation Report Entry**

Generate a new record in the Performance Evaluation Data Model representing this period's audit.

## **9. Assign Quality Audit Task**

Create a task for the Logistics Manager if a carrier's score falls below a predefined threshold (e.g., < 70).

## **10. Assign Monthly Review Task**

Create a recurring task for the Procurement Team to review all high-performing carriers for contract renewal.

## **11. Notify Carriers of Low Performance**

Send an automated email to the carrier's contact person detailing their recent performance gaps and required corrective actions.

## **12. Send Monthly Performance Summary**

Send a summary report of all carrier evaluations to the Supply Chain Director.

## **13. Generate Carrier Comparison Report**

Create a visual report comparing all carriers side-by-side based on the aggregated metrics.

## **14. Update Carrier Status**

Change carrier status to 'Under Review' or 'Probation' based on the evaluation outcome.

## **15. Clean Up Temporary Calculation Logs**

Delete transient data entries used during the calculation phase to maintain data model hygiene.

## **End**

End of the Workflow/Process.