

Updated CTS Summary

Customer Requirement	Impact on Project	Performance Measure	Current Performance	Target Performance
100% On-Time Delivery	Delays trigger penalties and lost revenue; key measure of success and compliance	On-time delivery rate	72%	100%
2-Day Delivery Lead Time	Critical for planning and customer satisfaction; late loads disrupt project schedules	Average delivery lead time (days)	2.4 days	2 days
No Substitutions	Substitutions not allowed in contracts; failure risks contract violations	Rate of substitutions per order	3%	0%
Accurate Delivery Documentation	Inaccurate documentation causes unloading delays, billing errors, and compliance issues	Document error rate	15% error rate	<2% error rate
Real-Time Status Updates	Lack of status visibility leads to missed checkpoints and communication breakdowns	Time-to-update delivery status	24-48 hours	<12 hours

CTS Performance Chart:

