



CQO:
The Health Care
Supply Chain

Internal Requisition and Order Fill Percentage Rate



Purpose:

Measures the warehouse performance of order lines filled.

Value:

Enables a health care organization to monitor order fulfilment and identify opportunities to improve Inventory Management and build trust between the Supply Chain department and end users/clinical staff.

Equation:

$$\frac{\text{Number of internal requisition order lines filled in full}}{\text{Total number of internal requisition lines ordered}} = \text{Internal Requisition and Order Fill Percentage Rate}$$

Note: it is favorable to have a lower value for this Key. The lower the value the better.

Example:

- A hospital warehouse received a total of 2,000 order lines from all departments during the month.
- The warehouse was able to fill in full 1,850 of these order lines.

$$1,850 \div 2,000 = \mathbf{92.5\% \text{ Internal Requisition and Order Fill Percentage Rate}}$$

Input Descriptions and Sources:

| Input Name | Includes | Excludes |
|---|--|---|
| Total number of internal requisition lines ordered | All orders placed by a department via different methods to the warehouse (e.g. ParEx, Pyxis). | All orders placed by a department which are sent directly to the supplier |
| Number of internal requisition order lines filled in full | The number (count) of internal requisition order lines filled in full by the warehouse during the month. | Lines that are partially filled. |



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Points of Clarification:

- Internal requisition and order fill percentage rate has a significant impact on Supply Chain's relationship with end users/clinical staff.
- This calculation is intended as a measure to monitor internal back order rates: Supply Chain's ability to fill internal requisitions/orders. In order to successfully calculate internal requisition and order fill percentage rate, the formula requires the number of orders that departments have placed and the number of orders that the warehouse could fill at first attempt. If the number of orders filled is not available, use the total order lines minus the total orders not filled.
- Supply Chain should aim for a fill rate between 93-98 percent. For order lines not filled three days in a row on a three-day inventory on-hand PAR, stockout will be inevitable.