



**GROWTH  
BYTES**

**Perfect Order Fulfilment**

# Perfect Order Fulfilment

Interview – <Date>, <location>

Interviewee - <Name>

## 1. Background

*Length of time with <client name>/ Previous roles*

*Current role and responsibility*

*Other Useful Information*

## 2. Interviewee's view of <client name> Order Fulfilment capability

*What are we good at? (How do we measure this?)*

*What are we not very good at ? (Measures?)*

*What do you see are the biggest problems?*

*What are the fundamental causes of these issues?*

## 3. Customer's view of <client name>

*How do customers rate <client name> as a Supplier* (especially with regard to our ability to deliver the right product in the right quantity at the right price to the right location at the right time)

*What do customers think we are good at?*

*What do they think we are not so good at?*

*What metrics do they use to measure us / current performance?*