



Insights from RFgen's 2025 Supply Chain Leadership Survey

# Future-Proofing Your Operations:

## Key Priorities for Supply Chain Resilience

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Discover the metrics that are top of mind across key operational areas due to today's dynamic market landscape. Our survey of senior supply chain leaders revealed the challenges businesses are facing and the strategic priorities driving enterprise performance in 2025 and beyond.



# The Critical Metrics Driving Today's Supply Chain Strategies

The convergence of technological innovation, economic uncertainties, and evolving market demands is driving supply chain leaders to embrace proactive, data-driven decision-making. To stay resilient, top-performing companies are putting extra focus on:

1

## Smart Inventory Management

Available Inventory Accuracy Rate • Inventory Turnover Ratio • Stockout Frequency Rate • Inventory Carrying Costs

Understanding current stock levels and the speed at which inventory moves is crucial, particularly when economic shifts and market volatility can disrupt established supply lines. By monitoring metrics such as inventory accuracy and turnover, organizations can make more informed purchasing decisions and mitigate potential disruptions, whether avoiding excess slow-moving products or preventing stockouts of high-demand items. A higher inventory accuracy rate enables businesses to maintain optimal stock levels, minimizing unnecessary carrying costs and enhancing their ability to respond promptly to market changes. Similarly, a strong inventory turnover ratio indicates the agility to adjust stock levels and sourcing strategies in a timely manner, helping organizations align with market demands amidst economic fluctuations and supply disruptions.

2

## Optimized Warehouse Operations

Perfect Order Rate • Order Cycle Times • Warehouse Throughput • Labor Productivity • Supplier Quality Index

Maintaining efficient order fulfillment and ensuring reliable supplier performance take on heightened importance when external pressures disrupt supply chains. By monitoring key metrics such as order cycle times, lead times, perfect order rates, and supplier quality, organizations gain a comprehensive understanding of their end-to-end processes. Streamlined warehouse workflows enable teams to promptly address delays originating within the warehouse, adapt to economic pressures impacting inventory flow, and integrate alternative sourcing strategies effectively. Achieving a high perfect order rate and minimizing fulfillment lead times are direct outcomes of optimized warehouse operations, mitigating the risk of delays and added costs, ensuring customer satisfaction, and ultimately sustaining a competitive edge even in turbulent times.



## 3

## Operational and Manufacturing Efficiency

Work-In-Process (WIP) • Production Downtime • Real-Time Production Visibility • Scrap/Defect Rate • Overall Equipment Effectiveness (OEE)

Smooth operations are crucial when stakes are high. Achieving peak efficiency through real-time production visibility, optimized Overall Equipment Effectiveness (OEE), and diligent tracking of downtime and defects provides critical, early insights into bottlenecks and quality deviations. Vital to lean operations that safeguard margins against operational pressures, these KPIs empower leaders to streamline manufacturing processes, minimize waste, and establish a stable, efficient production flow. Moreover, robust visibility enables the swift identification and resolution of disruptions arising from economic instability, geopolitical tensions, or natural disasters. With accurate performance data at their fingertips, supply chain leaders can proactively manage resources, minimize downtime, and ensure consistent productivity, ultimately strengthening the organization's ability to thrive amidst uncertainty.

## 4

## Financial Impact and Cost Management

On-Time In-Full (OTIF) Delivery Rate • Customer Satisfaction Score (CSAT) • Revenue and Cost per Unit • Labor Cost per Item/Hour • Time-to-Market

When tariffs threaten to squeeze margins, understanding the cost dynamics of production and delivery is essential. By closely monitoring revenue and cost per unit, labor expenses, and time-to-market, supply chain leaders gain essential visibility into profitability and efficiency. These financial metrics provide a clear picture of per-unit costs, enabling informed decisions regarding pricing strategies, labor optimization, and responsiveness to market demands. This critical insight facilitates proactive adjustments to mitigate cost pressures arising from economic shifts and accelerates time-to-market, ensuring products maintain a competitive position in a rapidly evolving market.



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Given the unprecedented complexity facing global supply chains and the resulting imperative for resilience, supply chain leaders recognize that a strong focus on inventory accuracy, real-time visibility, seamless order fulfillment, and robust supplier relationships are fundamental to both operational excellence and competitive advantage in today's volatile market.

Mastering these metrics allows organizations to navigate uncertainty and build the agility needed to thrive. Partnering with the right mobile solution provider is essential to effectively achieve this agility and optimize these critical KPIs.



RFgen empowers enterprises to future-proof their operations with end-to-end mobile solutions that extend ERP capabilities with innovation, automation, and seamless integration. **Ready to explore how we can turn your unique challenges into your most significant competitive advantage?**



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