

On-time-in-full (OTIF) defined:

On-time-in-full is defined as the % of line items over all orders during the interval of measurement that were delivered at the time and in the quantity that were **agreed** at order entry. Measuring relative to customer **request** (not agreed) can also be measured, but should be separate and guide improvement. Measurements become useless when the original date and quantity are not retained when orders are changed.

