Quarterly Operations Review

Volumes rose against a flat headcount, and the backlog cleared in the final month.

Figures

Measure	This period	Last period	Change
Orders shipped	12,480	11,120	+12%
Average lead time	2.1 days	2.9 days	-28%
Returns	0.7%	0.9%	-0.2pp
Cost per order	3.44	3.81	-10%

Notes

The backlog cleared on 18 September, a week ahead of plan.

One supplier remains on watch after two late deliveries in August.

Headcount is unchanged at 34 full time equivalents.