

The bachelor's thesis hereby presented a research of key performance indicators' measurement and their improvement. The empirical study had found that companies' improvement initiatives have high percentage of failure. There was a continuous need to increase efficiency and measure the right things at the right time in a supply chain.

The objective of research was to check performance measurement at the real company and to find out improvement actions for it. The present bachelor's thesis addressed the given issue by performing a case study at one of the factories in Estonia that outsources logistics activities. The author made analysis for one of KPIs that was used at the studied company.

Methods such as observation and data analysis were used to find out what areas of logistic process at the studied company need for improvement.

The results of the analysis were also discussed in the present paper.