

The Quote Clock: 12 numbers to pull from last month's RFQs

Nobody scorecards you on quote turnaround, so nobody measures it. Pull these twelve out of the RFQ inbox and your ERP — one morning's work.

- ☐ 1. RFQs received last month. Every one, including the ones you never quoted.
- ☐ 2. Quotes sent last month, from the ERP.
- ☐ 3. Line 1 minus line 2 — RFQs that never got a quote. Write the customer names down.
- ☐ 4. Median sit time, arrival to send, in calendar days. Not the average.
- ☐ 5. 90th percentile sit time — what a buyer gets when the shop is busy.
- ☐ 6. Longest sit time, and the customer it belonged to.
- ☐ 7. Median sit time on repeat parts only. Over a day is queue time, not estimating time.
- ☐ 8. Share of quotes written by your busiest estimator.
- ☐ 9. How many people could quote your work if he were out three weeks.
- ☐ 10. Extended value of everything above your 75th percentile sit time.
- ☐ 11. Extended value of the line-3 RFQs you would have wanted to win.
- ☐ 12. Where the arrival timestamp lives: a shared mailbox, or one man's inbox.

Manual quoting for a single part can take up to two hours (*Modern Machine Shop*, November 1, 2021). There is no independently audited industry average for RFQ volume, win rate, or the cost of slow quoting — we looked, it does not exist. Compare yourself to yourself.

If you automate off this sheet, the line is fixed first: **the agent does not price the job, commit a lead time, accept a change order, or touch the shop floor or any quality disposition.** Your estimator signs.