













Top 12 distribution center metrics



According to the 2025 Warehousing Education and Research Council (WERC) DC Measures Report, here are the top 12 metrics and best-in-class scores. How does your operation compare?

	METRIC	DEFINITION	BEST-IN-CLASS MEASURE
01	 On-time shipments	Percent of orders shipped at the planned time, meaning off the dock and in transit to its final destination.	$\geq 99.5\%$
02	 Average warehouse capacity used	Average amount of warehouse space used over a specific interval, such as a monthly or yearly window.	$\geq 90\%$
03	 Peak warehouse capacity used	Amount of warehouse capacity used during designated peak seasons.	$\geq 100\%$
	 Order-picking accuracy	Measures the accuracy of the order picking process, where errors can be caught and corrected before shipment.	$\geq 99.68\%$
05	 Dock-to-stock cycle time	Time elapsed between the arrival of goods and when they are put away and recorded into inventory management systems.	< 3.5 hours
06	 Inventory count accuracy by location	The accuracy, by location, of the physical inventory compared to the reported inventory.	$\geq 99.5\%$
07	 Internal order cycle time	Average internal time between when the order was received from the customer and shipped by the supplier.	< 3.36 hours
08	 Total order cycle time	Average end-to-end time between order placement and receipt by the customer.	< 6 hours
09	 Supplier orders received damage free	Percent of total orders that are processed damage free.	$\geq 99.07\%$
	 Lines picked and shipped per hour	The productivity of picking and shipping operation in line per person per hour.	≥ 70
11	 On-time ready to ship	Percent of orders ready for shipment at the planned time, meaning with completed packaging and shipping documents and ready for pickup.	$\geq 99.5\%$
	 Overtime hours to total hours	Measures employee overtime against total hours worked, including paid time off.	$< 1.88\%$



Want to reach best-in-class status?

Leverage your lift truck fleets to ship orders on-time, increase warehouse capacity and order picking accuracy and reduce dock-to-stock cycle time.

[Read the white paper →](#)