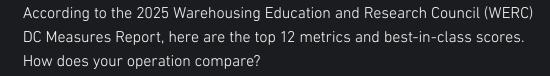
Top 12 distribution center metrics





	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.	>=99.5%
02		Average warehouse capacity used	Average amount of warehouse space used over a specific interval, such as a monthly or yearly window.	>=90%
03		Peak warehouse capacity used	Amount of warehouse capacity used during designated peak seasons.	>=100%
		Order-picking accuracy	Measures the accuracy of the order picking process, where errors can be caught and corrected before shipment.	>=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.	>=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
11		Supplier orders received damage free	Percent of total orders that are processed damage free.	>=99.07%
	800	Lines picked and shipped per hour	The productivity of picking and shipping operation in line per person per hour.	>=70
		On-time ready to ship	Percent of orderes ready for shipment at the planned time, meaning with completed packaging and shipping documents and ready for pickup.	>=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 cyle time.

Read the white paper >

