

# Top 12 distribution center metrics

According to the 2022 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?



## 1 Average warehouse capacity used

Average amount of warehouse space used over a specific interval, such as a monthly or yearly window.

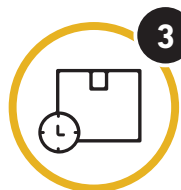
**Best-in-class operations, on average, utilize more than 95% of available warehouse capacity.**



## 2 Order picking accuracy

Measures the accuracy of the order picking process, helping prevent errors prior to shipment.

**Best-in-class operations achieve more than 99.85% order picking accuracy.**



## 3 On-time shipments

Percent of orders shipped at the planned time, meaning off the dock and in transit to its final destination.

**Best-in-class operations ship more than 99.8% of orders on time.**



## 4 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.

**Best-in-class operations have more than 99.9% of orders ready to ship on time.**



## 5 Peak warehouse capacity used

Amount of warehouse capacity used during designated peak seasons.

**Best-in-class operations use 100% of warehouse capacity during peaks.**



## 6 Dock-to-stock cycle time

Time elapsed between the arrival of goods and when they are put away and recorded into inventory management systems.

**Best-in-class operations achieve a dock-to-stock cycle time of less than 3 hours.**



## 7 Supplier orders received damage free

Number of orders that are processed damage free as a percentage of total orders.

**Best-in-class operations receive over 99.1% of their supplier orders damage free.**



## 8 Orders with on-time delivery

Percent of orders that arrive at their final destination at the agreed upon time.

**Best-in-class operations deliver more than 98.8% of orders on time.**



## 9 Fill rate - order

Percent of orders filled according to customer request.

**Best-in-class operations fill more than 99.63% of orders according to customer requests.**



## 10 Shipped damage free (outbound)

Percent of customer orders shipped in good and usable condition. Orders damaged in transit are not considered here.

**Best-in-class operations ship over 99.6% of orders without damage.**



## 11 Fill rate - line

Percent of order lines filled according to customer request.

**Best-in-class operations fill more than 99.02% of order lines according to customer requests.**



## 12 Shipped complete per customer order

Percent of orders which shipped completely, meaning that all line/units ship with the order per agreement between the customer and shipper.


**Best-in-class operations ship completed orders more than 99.6% of the time.**

## Want to reach best-in-class status?

Learn how to leverage lift truck fleets to increase warehouse capacity, on-time shipments and dock-to-stock cycle time performance.

[Read the white paper](#)

2022 survey respondents comprised of warehouse professional across a range of industries. Top industries represented include wholesales/distributors, manufacturing, third-party logistics and retail. A best-in-class operation exhibits a level of performance that falls within the top 20% of respondents.

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