**Top 12 distribution center metrics**

According to the 2020 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 90% of available warehouse capacity.

2. **Shipped complete per customer order**
   - Percent of orders which shipped completely, meaning that all lines/units ship with the order per agreement between the customer and shipper.
   - Best-in-class operations ship completed orders more than 99.66% of the time.

3. **Order picking accuracy**
   - Measures the accuracy of the order picking process, helping prevent errors prior to shipment.
   - Best-in-class operations achieve more than 99.9% order picking accuracy.

4. **Percent of 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 99.48% of orders on time.

5. **Peak warehouse capacity used**
   - Amount of warehouse capacity used during designated peak seasons.
   - Best-in-class operations use 100% warehouse capacity during peaks.

6. **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 99.7% of orders without damage.

7. **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 99.7% of orders on time.

8. **Correct documentation**
   - Percent of total orders for which the customers received an accurate invoice and other required documents.
   - Best-in-class operations provide over 99.8% of orders with correct documentation.

9. **Inventory count accuracy by location**
   - Accuracy of physical inventory in relation to inventory reported in enterprise systems, such as WMS.
   - Best-in-class operations achieve a 99.9% match of physical inventory to reported inventory.

10. **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 two hours.

11. **Order fill rate**
    - Percent of orders filled according to customer request.
    - Best-in-class operations fulfill more than 99.8% of customer orders from stock.

12. **Part-time workforce to total workforce**
    - Number of part-time employees measured against the total workforce, with part time including employees working full-time hours for a limited time, like short season or peak periods.
    - Best-in-class operations have 0% of their workforce as part-time employees.

**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]

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2020 survey respondents comprised of warehouse professionals 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.