

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 line/units ship with the order per agreement between the customer and shipper.

Best-in-class operations ship completed orders more than 99.56% 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.

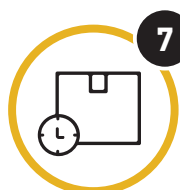
Best-in-class operations use 100% warehouse capacity during peaks.



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](#)