

KPI Dashboard Setup

Key metrics every warehouse should track daily, weekly, and monthly. What gets measured gets managed — and these are the numbers that matter.

Daily Metrics

- Orders Shipped: Total orders that left the building. Target: 100% of orders received before cutoff.
- Units Picked Per Hour (UPPH): Average units picked per picker per hour. Benchmark: 60-100 for manual picking.
- Mis-ship Rate: Orders shipped with wrong items / total orders. Target: <0.5%.
- On-Time Shipment Rate: Orders shipped before carrier cutoff / total orders. Target: >98%.

Weekly Metrics

- Inventory Record Accuracy (IRA): Locations with correct count / total locations counted. Target: >98%.
- Receiving Cycle Time: Hours from dock arrival to items available for sale. Target: <4 hours.
- Return Processing Time: Hours from return receipt to item restocked or disposed. Target: <24 hours.
- Perfect Order Rate: Orders shipped complete, on-time, undamaged, correctly invoiced. Target: >95%.

Monthly Metrics

- Cost Per Order: Total warehouse costs / orders shipped. Track trend over time.
- Inventory Turnover: Cost of goods sold / average inventory value. Higher is better.
- Shrinkage Rate: Lost/damaged/stolen inventory value / total inventory value. Target: <1%.
- Capacity Utilization: Occupied bin locations / total bin locations. Alert at >85%.

DASHBOARD SETUP

Post your top 3 daily metrics on a TV or whiteboard visible to the entire warehouse floor. Update them hourly during peak periods. Visibility drives accountability. When the team sees they're at 95% on-time with 30 minutes to cutoff, they hustle.