YOUR LOGO

YOUR BUSINESS NAME

Audit date: 2026-05-18
Auditor: NexOps Admin
Status: Completed
Generated: 2026-06-13

Operational Benchmark Report

Example company · London

Profile: Warehouse · Semi-Automated

Executive Summary

The exceptional query into Example company's warehouse operations has revealed a substantial Total Recovery Opportunity of £1,058,148, against a formidable Total Measured Operational Cost of £1,292,000. The most substantial recovery potential is identified in Storage & Inventory, with a recovery value of £580,108. The Returns process offers a further £208,012 in opportunities, while Customer Service & Order Quality and Financial areas present significant recovery potentials of £198,968 and £71,060 respectively. Operating with a semi-autonomous level of automation, the strategic imperative remains enhancing operational efficiency across these critical areas. Our central thesis advocates a focused intervention on precise inventory management, optimized returns handling and enhancing customer touch points with financial prudence to recoup identified opportunities.

TOTAL MEASURED OPERATIONAL COST

£1,292,000 / year

Handling £0 · Overhead £0 · Inventory holding £1,292,000 (estimated).

RECOVERY OPPORTUNITY

£1,058,148 / year

Annual savings achievable by closing the gap to the industry median — built bottom-up per operational area, each cost counted once (no caps, no double counting).

Recovery by Operational Area

Each area's annual recovery is built from its own cost base and benchmark gap — figures are additive and never overlap.

Storage & Inventory — £580,108

Measured cost £1,292,000 (est.)/yr

Dead Stock Rate	-120%
Inventory Aging >90 Days	-90%
Slow Mover Rate	-76.8%

Returns — £208,012

Return Rate	-57.5%
Returns Resellable %	-25.7%
Cost per Return	-10%

Customer Service & Order Quality — £198,968

Customer Complaint Rate	-60%
Backorder Rate	-26.4%
On-Time In-Full (OTIF)	-3.1%

Financial — £71,060

Total Logistics Cost % of Revenue	-24%
Cost per Order Fulfilled	-22.8%
EBITDA per Employee	-16.8%

Order Profile & Complexity — DIAGNOSTIC

Returns Rate - Wrong Item	-33.9%
Rush Order Rate	-31.7%
Returns Rate - Damaged	-20%

Shipping — DIAGNOSTIC

Cost per Order Shipped	-11.1%
Orders Shipped per Hour	-5.3%
Load Utilization	-2.4%

Continuous Improvement — DIAGNOSTIC

Improvement Ideas per Employee	-56.7%
Kaizen Events per Year	-40%
Implementation Rate	-38.2%

Supply Chain Resilience — DIAGNOSTIC

Disruption Recovery Time	-36.3%
Supplier Lead Time Variability	-33.3%
Single Source Dependency	-33.3%

Cost Breakdown — DIAGNOSTIC

Technology Cost % of Total	-30%
Cost per Square Meter	-23.8%
Picking Cost %	-22.8%

Technology & Automation — DIAGNOSTIC

Automation ROI Payback	-73.2%
Paperless Operations	-32.6%
WMS Coverage	-20.6%

Energy & Sustainability — DIAGNOSTIC

Energy Intensity per m²	-63.3%
Packaging Waste per Order	-30.9%
Carbon Footprint per Unit	-30%

Labour — DIAGNOSTIC

Absenteeism	-60%
Overtime %	-53.8%
Staff Turnover	-50%

Goods In / Receiving — DIAGNOSTIC

Lines Received per Labour Hour	-20.5%
Dock-to-Stock Time	-11.3%
Cost per Line Received	-6.2%

Safety — DIAGNOSTIC

LTIFR	-32.5%
TRIR	-7.3%
Days Since Last Lost-Time Injury	-5%

Putaway — DIAGNOSTIC

Putaway Cycle Time	-10.5%

Packing — DIAGNOSTIC

Cost per Order Packed	-10.5%
Packaging Materials Cost per Order	-5%

Units Packed per Hour	-3%

Picking

DIAGNOSTIC

Travel Time %	-58%
Value-Added Services %	-45.6%
Lines Picked per Hour	-24.6%

Facility Physical Profile

Cube Utilisation	Storage Density	Aisle Space Ratio	Effective Storage Volume
77.4%	**0.86** pallets/m²	**55%**	**66,210** m³

Recommended Action Plan

1. Optimize Storage & Inventory Management

High | Quick Win | ROI ~6 mo

ADDRESSES: Space Utilization, Dead Stock Rate, Inventory Aging >90 Days, Slow Mover Rate

ROOT CAUSE

Performing at 69.2% vs median 78% (-11.28%). Operationally driven by inadequate strategy in addressing dead stock and slow-moving inventory.

IMPLEMENTATION STEPS

1. Phase 1 (Weeks 1-4) - Conduct a comprehensive inventory analysis and classify stock based on movement.
2. Phase 2 (Months 2-3) - Implement targeted reduction strategies for dead stock and aged inventory with enhanced forecasting methods.
3. Phase 3 (Months 4-6) - Optimize layout for better space utilization with improved replenishment systems.

REQUIRED RESOURCES

CapEx: £50,000-70,000 (Inventory Management Tools). OpEx: £5,000-10,000/year (Ongoing system upgrades). Internal labour: 200 hours (Inventory analysts, warehouse staff).

EXPECTED FINANCIAL IMPACT

£580,108

MONITORING KPI

Inventory Aging >90 Days +20% reduction + Monthly review

2. Re-slot pick faces by velocity to cut picker travel

High | Quick Win | ROI ~2 mo

ROOT CAUSE

Stock is stored largely by arrival sequence rather than pick velocity, so fast movers are spread across the warehouse. Travel currently accounts for well over half of picker time, capping lines-per-hour below the peer median.

IMPLEMENTATION STEPS

1. Pull 12 months of order-line history and run an ABC velocity classification on every active SKU.
2. Map a golden-zone layout: A-movers to the lowest, closest pick faces; C-movers to the periphery.
3. Re-slot in waves outside peak, starting with the top 5% of SKUs that drive ~50% of picks.
4. Re-balance pick walks and lock the new home locations in the system of record.

REQUIRED RESOURCES

2 supervisors + existing MHE for ~3 weekends. No capital spend.

EXPECTED FINANCIAL IMPACT

15-22% reduction in pick travel; +£40k-£70k/yr in recovered labour productivity.

MONITORING KPI

travel_time_pct and lines_picked_per_hour (weekly)

3. Streamline Returns Process

Medium | Medium Term | ROI ~12 mo

ADDRESSES: Return Rate, Returns Resellable %, Cost per Return

ROOT CAUSE

Return Rate at 12.6% vs median 8% (-57.5%). Operationally driven by inadequacies in return handling and resell strategies.

IMPLEMENTATION STEPS

1. Phase 1 (Weeks 1-4) - Implement a detailed root cause analysis of returned goods and classify based on resellability.
2. Phase 2 (Months 2-3) - Adopt leaner return processing and assessment systems to streamline and reduce return cost.
3. Phase 3 (Months 4-6) - Engage suppliers and internal stakeholders for collaborative return policies and increased resellable percentage.

REQUIRED RESOURCES

CapEx: £40,000-50,000 (Returns Automation Tools). OpEx: £4,000-7,000/year (System maintenance and updates). Internal labour: 150 hours (Returns team, quality assurance).

EXPECTED FINANCIAL IMPACT

£208,012

MONITORING KPI

Return Rate -2% + Quarterly review

4. Recover storage capacity through cube optimisation

Medium | Medium Term | ROI ~6 mo

ROOT CAUSE

Space utilisation is below the industry median: beam heights are not matched to carton profiles and a large share of locations hold slow or dead stock, wasting vertical cube and forcing congestion in the aisles.

IMPLEMENTATION STEPS

1. Profile pallet/carton heights and re-pitch beam levels to add usable rack levels where clear height allows.
2. Quarantine and liquidate dead stock; consolidate slow movers into high-density backstock.
3. Introduce mixed-case and carton-flow locations for medium movers to lift faces per bay.

REQUIRED RESOURCES

Racking re-pitch (£25k-£45k capital) + 1 inventory analyst for 6 weeks.

EXPECTED FINANCIAL IMPACT

8-12 percentage-point lift in space utilisation; defers a costly mezzanine/expansion decision.

MONITORING KPI

space_utilization, dead_stock_rate, storage_density

5. Enhance Customer Service & Order Quality

High | Quick Win | ROI ~6 mo

ADDRESSES: Customer Complaint Rate, Backorder Rate, On-Time In-Full (OTIF)

ROOT CAUSE

Customer Complaint Rate at 4 per 1000 orders vs median 2.5 (-60%). Operationally driven by inconsistent order fulfillment and supply chain responsiveness.

IMPLEMENTATION STEPS

1. Phase 1 (Weeks 1-4) - Implement customer feedback analysis and enhance data accuracy for fulfillment.
2. Phase 2 (Months 2-3) - Align order processing standards with enhanced training for order accuracy.
3. Phase 3 (Months 4-6) - Leverage cross-functional teams to streamline backorder management.

REQUIRED RESOURCES

CapEx: £20,000-30,000 (Customer Service Platforms). OpEx: £2,000-5,000/year (Customer engagement programs). Internal labour: 100 hours (Customer service and operations staff).

EXPECTED FINANCIAL IMPACT

£198,968

MONITORING KPI

Customer Complaint Rate -1 per 1000 orders + Monthly review

6. Deploy a barcode-driven Mini-WMS to lift accuracy and paperless operation

High | Medium Term | ROI ~10 mo

ROOT CAUSE

WMS coverage and paperless operation are well below peers. The site still relies on paper pick-lists and manual reconciliation, which adds checking labour and caps inventory and data accuracy.

IMPLEMENTATION STEPS

1. Scope a lightweight Mini-WMS covering receiving, putaway, directed picking and despatch.
2. Roll out RF/barcode scanning at every touch point; retire paper pick-lists.
3. Integrate with the existing ERP for real-time stock and order status.
4. Train and run a 2-week hypercare period with daily accuracy audits.

REQUIRED RESOURCES

Mini-WMS build + RF devices (£35k-£60k) + integration and training.

EXPECTED FINANCIAL IMPACT

Removes manual checking labour; targets 99%+ inventory accuracy and full paperless ops.

MONITORING KPI

wms_coverage, paperless_operations, inventory_accuracy

7. Improve Financial Practices

Medium | Medium Term | ROI ~12 mo

ADDRESSES: Cost per Order Fulfilled, Total Logistics Cost % of Revenue, EBITDA per Employee

ROOT CAUSE

Performing at £30.7 vs median £25 (-22.8%). Operationally driven by inefficiencies in cost management and logistical overheads.

IMPLEMENTATION STEPS

1. Phase 1 (Weeks 1-4) - Audit and benchmark financial cost structures to identify key areas of inefficiency.
2. Phase 2 (Months 2-3) - Implement cost reduction initiatives and improve EBITDA through targeted financial controls.
3. Phase 3 (Months 4-6) - Sustain cost savings through routine reviews and comparative financial benchmarking.

REQUIRED RESOURCES

CapEx: £30,000-50,000 (Financial Management Software). OpEx: £3,000-6,000/year (Financial consulting services). Internal labour: 120 hours (Finance team, operational analysts).

EXPECTED FINANCIAL IMPACT

£71,060

MONITORING KPI

Cost per Order Fulfilled -15% + Quarterly review

8. Stand up a returns triage cell to lift resellable recovery

Medium | Quick Win | ROI ~3 mo

ROOT CAUSE

Returns are processed in batches with no early grading, so the resellable share recovered is below the peer median and good stock ages out of sellable condition while it waits.

IMPLEMENTATION STEPS

1. Create a dedicated triage bench with a clear grade-and-disposition rulebook (A/B/C/scrap).
2. Grade returns within 24 hours of receipt and route A-grade straight back to pickable stock.
3. Capture reason codes to feed root-cause analysis on damage and wrong-item returns.

REQUIRED RESOURCES

1 returns lead + bench kit (~£3k). No major capital.

EXPECTED FINANCIAL IMPACT

Higher resellable recovery and faster return processing; direct margin recovery on returned goods.

MONITORING KPI

returns_resellable_pct, return_processing_time

9. Launch a structured Kaizen / continuous-improvement programme

Low | Long Term | ROI ~12 mo

ROOT CAUSE

Kaizen events, improvement-idea throughput and process standardisation all sit in the lowest band. Gains from the actions above will erode without a system to sustain and compound them.

IMPLEMENTATION STEPS

1. Set a cadence of monthly Kaizen events with a simple idea-capture board on the floor.
2. Standardise top processes with one-page SOPs and tier-board daily management.
3. Track an implementation-rate KPI and celebrate shipped improvements.

REQUIRED RESOURCES

CI facilitator (0.5 FTE) + small idea-reward budget.

EXPECTED FINANCIAL IMPACT

Sustains the 12-month gains and compounds 3-5% annual productivity improvement.

MONITORING KPI

kaizen_events_per_year, implementation_rate, process_standardization

Audited Metrics vs Benchmark

Every audited metric grouped by operational area, with its gap to the industry median (P50) and best-in-class (P10).

Order Profile & Complexity

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Average Lines per Order (lines/order) ↑	3.70	1.80	4.20	8.50	-11.9%
			Y 3.70 · M 4.20 · B 8.50		
Small Orders % (%) ↑	42.20	25.00	45.00	65.00	-6.2%
			Y 42.20 · M 45.00 · B 65.00		
SKU Proliferation (active SKUs) ↑	5300.00	1500.00	6000.00	15000.00	-11.7%
			Y 5300.00 · M 6000.00 · B 15000.00		
Seasonality Index (ratio) ↑	1.47	1.10	1.60	2.50	-8.1%
			Y 1.47 · M 1.60 · B 2.50		
Rush Order Rate (%) ↓	15.80	32.00	12.00	3.00	-31.7%
			Y 15.80 · M 12.00 · B 3.00		
Returns Rate - Damaged (%) ↓	4.80	10.00	4.00	1.50	-20.0%
			Y 4.80 · M 4.00 · B 1.50		
Returns Rate - Wrong Item (%) ↓	3.75	7.00	2.80	0.80	-33.9%
			Y 3.75 · M 2.80 · B 0.80		

Shipping

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
On-Time Shipping (%) ↑	97.25	92.40	96.00	98.40	+1.3%
			Y 97.25 · M 96.00 · B 98.40		
Orders Shipped per Hour (orders/h) ↑	142.00	97.50	150.00	210.00	-5.3%
			Y 142.00 · M 150.00 · B 210.00		
Cost per Order Shipped (£) ↓	3.89	5.08	3.50	2.10	-11.1%
			Y 3.89 · M 3.50 · B 2.10		
Load Utilization (%) ↑	80.00	65.80	82.00	92.80	-2.4%
			Y 80.00 · M 82.00 · B 92.80		

Customer Service & Order Quality

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Perfect Order Rate (%) ↑	90.40	82.00	92.00	98.50	-1.7%
					Y 90.40 · M 92.00 · B 98.50
On-Time In-Full (OTIF) (%) ↑	87.20	78.00	90.00	98.00	-3.1%
					Y 87.20 · M 90.00 · B 98.00
Order Fill Rate (%) ↑	97.86	88.00	95.00	99.00	+3.0%
					Y 97.86 · M 95.00 · B 99.00
Backorder Rate (%) ↓	6.32	12.00	5.00	1.00	-26.4%
					Y 6.32 · M 5.00 · B 1.00
Customer Complaint Rate (per 1000 orders) ↓	4.00	10.00	2.50	0.50	-60.0%
					Y 4.00 · M 2.50 · B 0.50
Order Accuracy (%) ↑	99.50	96.50	99.00	99.90	+0.5%
					Y 99.50 · M 99.00 · B 99.90

Storage & Inventory

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Space Utilization (%) ↑	69.20	65.00	78.00	85.00	-11.3%
			Y 69.20 · M 78.00 · B 85.00		
Inventory Accuracy (%) ↑	99.09	97.15	98.50	99.40	+0.6%
			Y 99.09 · M 98.50 · B 99.40		
Backorder / Unallocated Lines Rate (%) ↓	2.45	3.80	2.00	1.00	-22.5%
			Y 2.45 · M 2.00 · B 1.00		
Inventory Aging >90 Days (%) ↓	34.20	40.00	18.00	5.00	-90.0%
			Y 34.20 · M 18.00 · B 5.00		
Inventory Aging >180 Days (%) ↓	13.50	28.00	10.00	2.00	-35.0%
			Y 13.50 · M 10.00 · B 2.00		
Dead Stock Rate (%) ↓	11.00	18.00	5.00	1.00	-120.0%
			Y 11.00 · M 5.00 · B 1.00		
Slow Mover Rate (%) ↓	44.20	50.00	25.00	8.00	-76.8%
			Y 44.20 · M 25.00 · B 8.00		
ABC Analysis Accuracy (%) ↑	83.30	70.00	85.00	95.00	-2.0%
			Y 83.30 · M 85.00 · B 95.00		
Cycle Count Accuracy (%) ↑	98.78	92.00	97.00	99.50	+1.8%
			Y 98.78 · M 97.00 · B 99.50		
Safety Stock Effectiveness (%) ↑	86.50	72.00	90.00	98.00	-3.9%
			Y 86.50 · M 90.00 · B 98.00		

Financial

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Total Logistics Cost % of Revenue (%) ↓	9.92	15.20	8.00	4.00	-24.0%
			Y 9.92 · M 8.00 · B 4.00		
Cost per Order Fulfilled (£) ↓	30.70	36.25	25.00	15.00	-22.8%
			Y 30.70 · M 25.00 · B 15.00		
Cost per Unit Shipped (£) ↓	2.60	3.63	2.50	1.50	-4.0%
			Y 2.60 · M 2.50 · B 1.50		
Working Capital % of Revenue (%) ↓	17.20	28.50	15.00	7.50	-14.7%
			Y 17.20 · M 15.00 · B 7.50		
Gross Margin Return on Inventory (GMROI) (ratio) ↑	2.51	1.30	2.80	4.50	-10.4%
			Y 2.51 · M 2.80 · B 4.50		
Cash-to-Cash Cycle Time (days) ↓	45.60	90.00	40.00	15.00	-14.0%
			Y 45.60 · M 40.00 · B 15.00		
Revenue per Square Meter (£/m²/year) ↑	3770.00	2200.00	4500.00	8000.00	-16.2%
			Y 3770.00 · M 4500.00 · B 8000.00		
EBITDA per Employee (£/FTE) ↑	20800.00	12000.00	25000.00	45000.00	-16.8%
			Y 20800.00 · M 25000.00 · B 45000.00		

Continuous Improvement

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Kaizen Events per Year (count/year) ↑	7.20	4.00	12.00	24.00	-40.0%
			Y 7.20 · M 12.00 · B 24.00		
Improvement Ideas per Employee (ideas/employee/year) ↑	1.30	0.50	3.00	8.00	-56.7%
			Y 1.30 · M 3.00 · B 8.00		
Implementation Rate (%) ↑	34.00	25.00	55.00	85.00	-38.2%
			Y 34.00 · M 55.00 · B 85.00		
Savings from Continuous Improvement (£/year) ↑	135000.00	25000.00	150000.00	500000.00	-10.0%
			Y 135000.00 · M 150000.00 · B 500000.00		
Process Standardization (%) ↑	53.20	40.00	70.00	95.00	-24.0%
			Y 53.20 · M 70.00 · B 95.00		
Audit Compliance (%) ↑	80.20	62.00	85.00	98.00	-5.6%
			Y 80.20 · M 85.00 · B 98.00		

Supply Chain Resilience

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Supplier Lead Time Variability (CV) ↓	0.24	0.42	0.18	0.08	-33.3%
			Y 0.24 · M 0.18 · B 0.08		
Single Source Dependency (%) ↓	24.00	42.00	18.00	5.00	-33.3%
			Y 24.00 · M 18.00 · B 5.00		
Risk-Adjusted Inventory (days) ↑	22.50	12.00	25.00	45.00	-10.0%
			Y 22.50 · M 25.00 · B 45.00		
Supply Chain Visibility (%) ↑	47.90	35.00	70.00	95.00	-31.6%
			Y 47.90 · M 70.00 · B 95.00		
Disruption Recovery Time (h) ↓	21.80	72.00	16.00	4.00	-36.3%
			Y 21.80 · M 16.00 · B 4.00		

Cost Breakdown

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Receiving Cost % (%) ↓	20.80	35.00	18.00	8.00	-15.6%
					Y 20.80 · M 18.00 · B 8.00
Picking Cost % (%) ↓	49.10	55.00	40.00	25.00	-22.8%
					Y 49.10 · M 40.00 · B 25.00
Packing Cost % (%) ↓	20.00	32.00	18.00	8.00	-11.1%
					Y 20.00 · M 18.00 · B 8.00
Shipping Cost % (%) ↓	33.20	48.00	30.00	15.00	-10.7%
					Y 33.20 · M 30.00 · B 15.00
Labour Cost % of Total (%) ↓	70.60	82.00	65.00	45.00	-8.6%
					Y 70.60 · M 65.00 · B 45.00
Equipment Cost % of Total (%) ↓	20.50	32.00	18.00	8.00	-13.9%
					Y 20.50 · M 18.00 · B 8.00
Facility Cost % of Total (%) ↓	29.20	40.00	25.00	12.00	-16.8%
					Y 29.20 · M 25.00 · B 12.00
Technology Cost % of Total (%) ↓	10.40	18.00	8.00	3.00	-30.0%
					Y 10.40 · M 8.00 · B 3.00
Cost per Square Meter (£/m²/year) ↓	322.00	520.00	260.00	120.00	-23.8%
					Y 322.00 · M 260.00 · B 120.00

Technology & Automation

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
WMS Coverage (%) ↑	65.10	50.00	82.00	98.00	-20.6%
					Y 65.10 · M 82.00 · B 98.00
Automation ROI Payback (months) ↓	48.50	60.00	28.00	12.00	-73.2%
					Y 48.50 · M 28.00 · B 12.00
System Uptime (%) ↑	99.60	96.50	99.00	99.90	+0.6%
					Y 99.60 · M 99.00 · B 99.90
Barcode/RFID Scan Rate (%) ↑	80.10	70.00	90.00	98.00	-11.0%
					Y 80.10 · M 90.00 · B 98.00
Paperless Operations (%) ↑	47.20	35.00	70.00	95.00	-32.6%
					Y 47.20 · M 70.00 · B 95.00
Data Accuracy (%) ↑	98.58	92.00	97.00	99.50	+1.6%
					Y 98.58 · M 97.00 · B 99.50

Energy & Sustainability

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Energy Cost % of Revenue (%) ↓	1.24	1.90	1.00	0.50	-24.0%
					Y 1.24 · M 1.00 · B 0.50
Waste Diversion Rate (%) ↑	56.80	24.00	60.00	84.00	-5.3%
					Y 56.80 · M 60.00 · B 84.00
Carbon Footprint per Unit (kg CO2/unit) ↓	1.56	2.80	1.20	0.50	-30.0%
					Y 1.56 · M 1.20 · B 0.50
Energy Intensity per m² (kWh/m²/year) ↓	294.00	380.00	180.00	80.00	-63.3%
					Y 294.00 · M 180.00 · B 80.00
Packaging Waste per Order (kg/order) ↓	0.72	1.30	0.55	0.20	-30.9%
					Y 0.72 · M 0.55 · B 0.20

Labour

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Revenue per FTE (£/year) ↑	79900.00	55250.00	85000.00	119000.00	-6.0%
			Y 79900.00 · M 85000.00 · B 119000.00		
Absenteeism (%) ↓	5.60	6.65	3.50	1.75	-60.0%
			Y 5.60 · M 3.50 · B 1.75		
Staff Turnover (%) ↓	37.50	47.50	25.00	12.50	-50.0%
			Y 37.50 · M 25.00 · B 12.50		
Overtime % (%) ↓	12.30	15.20	8.00	4.00	-53.8%
			Y 12.30 · M 8.00 · B 4.00		
Training Hours per FTE (h/year) ↑	19.20	13.00	20.00	28.00	-4.0%
			Y 19.20 · M 20.00 · B 28.00		
Employee Engagement Score (score (0-100)) ↑	62.40	40.00	65.00	85.00	-4.0%
			Y 62.40 · M 65.00 · B 85.00		
Skills Matrix Coverage (%) ↑	60.80	35.00	65.00	90.00	-6.5%
			Y 60.80 · M 65.00 · B 90.00		

Goods In / Receiving

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Dock-to-Stock Time (h) ↓	1.67	2.17	1.50	0.90	-11.3%
			Y 1.67 · M 1.50 · B 0.90		
Receiving Accuracy (%) ↑	99.46	98.48	99.20	99.68	+0.3%
			Y 99.46 · M 99.20 · B 99.68		
Lines Received per Labour Hour (lines/h) ↑	59.60	48.75	75.00	105.00	-20.5%
			Y 59.60 · M 75.00 · B 105.00		
Cost per Line Received (£) ↓	0.85	1.16	0.80	0.48	-6.2%
			Y 0.85 · M 0.80 · B 0.48		
Supplier On-Time Delivery (%) ↑	96.02	88.60	94.00	97.60	+2.1%
			Y 96.02 · M 94.00 · B 97.60		
ASN Compliance (%) ↑	82.80	71.50	85.00	94.00	-2.6%
			Y 82.80 · M 85.00 · B 94.00		

Safety

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
LTIFR (per 1M h) ↓	5.30	9.00	4.00	0.50	-32.5%
			Y 5.30 · M 4.00 · B 0.50		
TRIR (per 200K h) ↓	3.22	4.35	3.00	1.80	-7.3%
			Y 3.22 · M 3.00 · B 1.80		
Days Since Last Lost-Time Injury (days) ↑	171.00	117.00	180.00	252.00	-5.0%
			Y 171.00 · M 180.00 · B 252.00		

Putaway

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Putaway Cycle Time (h) ↓	2.21	2.90	2.00	1.20	-10.5%
			Y 2.21 · M 2.00 · B 1.20		
Putaway Accuracy (%) ↑	99.36	98.10	99.00	99.60	+0.4%
			Y 99.36 · M 99.00 · B 99.60		

Packing

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Units Packed per Hour (units/h) ↑	97.00	65.00	100.00	140.00	-3.0%
			Y 97.00 · M 100.00 · B 140.00		
Pack Accuracy (%) ↑	99.86	99.62	99.80	99.92	+0.1%
			Y 99.86 · M 99.80 · B 99.92		
Cost per Order Packed (£) ↓	2.21	2.90	2.00	1.20	-10.5%
			Y 2.21 · M 2.00 · B 1.20		
Packaging Materials Cost per Order (£) ↓	0.84	1.16	0.80	0.48	-5.0%
			Y 0.84 · M 0.80 · B 0.48		

Returns

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Return Rate (%) ↓	12.60	15.20	8.00	4.00	-57.5%
			Y 12.60 · M 8.00 · B 4.00		
Return Processing Time (days) ↓	3.17	4.35	3.00	1.80	-5.7%
			Y 3.17 · M 3.00 · B 1.80		
Cost per Return (£) ↓	11.00	14.50	10.00	6.00	-10.0%
			Y 11.00 · M 10.00 · B 6.00		
Returns Resellable % (%) ↑	52.00	43.00	70.00	88.00	-25.7%
			Y 52.00 · M 70.00 · B 88.00		

Picking

Metric	Your Value	Worst (P90)	Median (P50)	Best (P10)	vs Median
Lines Picked per Hour (lines/h) ↑	98.00	84.50	130.00	182.00	-24.6%
					Y 98.00 · M 130.00 · B 182.00
Pick Accuracy (%) ↑	99.86	99.62	99.80	99.92	+0.1%
					Y 99.86 · M 99.80 · B 99.92
Travel Time % (%) ↓	55.30	66.50	35.00	17.50	-58.0%
					Y 55.30 · M 35.00 · B 17.50
Cost per Line Picked (£) ↓	1.00	1.31	0.90	0.54	-11.1%
					Y 1.00 · M 0.90 · B 0.54
Replenishment Efficiency (units/h) ↑	131.00	75.00	150.00	250.00	-12.7%
					Y 131.00 · M 150.00 · B 250.00
Value-Added Services % (%) ↑	13.60	8.00	25.00	45.00	-45.6%
					Y 13.60 · M 25.00 · B 45.00

YOUR BUSINESS NAME · Powered by NexOps. consulting

Confidential · Generated 2026-06-13