



3PL KPI Checklist

Order Accuracy

- Percentage of orders shipped correctly
- Errors per 1,000 orders
- Frequency of mispicks or mislabeling

On-Time Delivery Rate

- Percentage of orders delivered by the promised date
- Average delay per shipment
- Carrier performance comparisons

Cost Per Order

- Total logistics cost per order
- Packaging and shipping breakdown
- Trend analysis over time

Inventory Turnover

- Number of inventory cycles per period
- Days inventory remains in storage
- SKU-level turnover

Warehouse Efficiency

- Average order pick time
- Dock-to-stock cycle time
- Orders processed per labor hour

Return Rate

- Percentage of orders returned
- Reasons for returns
- Average processing time for returns

Customer Satisfaction

- Net Promoter Score (NPS)
- Customer complaints related to shipping or fulfillment
- Repeat purchase behavior

Embed Performance Tracking into Every Step

- Establish benchmarks based on industry standards and your unique business goals
- Assign KPI ownership across teams for accountability
- Set reporting schedules and review cycles to track progress over time
- Adjust and update KPIs as your operations and goals evolve