

Questions

Assess your performance critically and ask customers what they think:

	yes	no
1. Are you currently supplying customer's orders when they want them (in full on time)?	<input type="radio"/>	<input type="radio"/>
2. Do you meet the delivery times required by your customers?	<input type="radio"/>	<input type="radio"/>
3. Are you receiving minimal complaints from customers about your service (less than 2%)?	<input type="radio"/>	<input type="radio"/>
4. Is your service level differentiating your from your competition?	<input type="radio"/>	<input type="radio"/>
5. Do you have a large amount of stock returns or credits?	<input type="radio"/>	<input type="radio"/>
6. Are you spending a large amount of time managing your stock levels?	<input type="radio"/>	<input type="radio"/>
7. Do you have zero out of stocks?	<input type="radio"/>	<input type="radio"/>
8. Do you have stock obsolescence under control?	<input type="radio"/>	<input type="radio"/>
9. Is inventory accuracy / stock loss performing in line with levels set within your budget?	<input type="radio"/>	<input type="radio"/>
10. Have you seen your warehousing and distribution costs reduce from previous years as a % of sales?	<input type="radio"/>	<input type="radio"/>
11. Are you spending valuable time on stock returns or processing requests for credit?	<input type="radio"/>	<input type="radio"/>
12. Are warehouse/sales order procedures documented to assist with knowledge sharing?	<input type="radio"/>	<input type="radio"/>
13. Are Warehouse & Logistics improvement projects on time and on budget?	<input type="radio"/>	<input type="radio"/>
14. Can your Warehouse cope with sudden increased demand without noticeable difference seen by your customer?	<input type="radio"/>	<input type="radio"/>
15. Have you removed the need to use express freight to meet customer demands?	<input type="radio"/>	<input type="radio"/>
16. Are all of your Warehouse & Logistics costs measured and tracked each month?	<input type="radio"/>	<input type="radio"/>
17. Are all of your Warehouse & Logistics KPIs measured and tracked each month?	<input type="radio"/>	<input type="radio"/>
18. Do you have the specialist skills in Warehousing & Logistics within your business to improve performance?	<input type="radio"/>	<input type="radio"/>
19. With your current resources can your company improve its Logistics performance significantly?	<input type="radio"/>	<input type="radio"/>
20. Are you an expert in process re-engineering?	<input type="radio"/>	<input type="radio"/>

Your Total Is:

If you scored less than 15 points, you almost certainly need help.

If you are not totally comfortable that your current Logistics processes are the best they can be, can you risk not improving them, knowing that they could be so much more? Contact us for a no obligation discussion on a solution for your business.