

# Packaging Systems Operator Checklist

25-point self-audit to find where your packaging is leaking margin, cash flow, and retention

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Go through each section and tick every item that applies to your operation right now. Any unchecked box is a packaging decision that is costing you margin, cash flow, or customers. Tally your score at the end.

## Section 1 — True Cost Clarity (5 points)

- I know my true packaging cost per order — material + labor + dimensional weight + return impact.**  
Not just the unit cost of the box

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- I have calculated the financial impact of my current return rate on annual revenue.

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- I know the dimensional weight fee I am paying per shipment and whether my box sizing causes it.

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- I track packaging-related labor cost separately from general fulfillment labor.

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- I have reviewed my total packaging cost in the last 60 days and set an improvement target.

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## Section 2 — Operational Efficiency (5 points)

- I have timed my pick-pack process end-to-end and know my average seconds per order.

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- My packaging requires no more than 3 assembly steps at the pick-pack station.**  
Every additional step costs labor and increases error rate

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- My packaging SKU count is 5 or fewer — standardized across my product range.**  
More SKUs = more complexity, more carrying cost, more errors

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- My packaging is compatible with automated packing equipment if needed.

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- My warehouse team can pack an order correctly without referencing instructions.

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### Section 3 — Cash Flow & Inventory Management (5 points)

- My packaging supplier lead time is under 14 days — I am not forced to over-order as a buffer.
- My packaging MOQs do not force me to carry more than 60 days of inventory on hand.**  
Excess packaging inventory ties up working capital that could fund growth
- I have negotiated Net 45 or longer payment terms with my primary packaging supplier.
- I do not have packaging materials sitting unused in my warehouse for more than 45 days.
- My packaging storage footprint is optimized — I am not paying for warehouse space I do not need.

### Section 4 — Customer Experience & Retention (5 points)

- My packaging damage rate in transit is under 1% of shipments.**  
Above 2% is a structural packaging problem, not a carrier problem
- I track NPS or unboxing sentiment and know how packaging affects customer satisfaction scores.
- I know my repeat purchase rate for customers who reported packaging or damage issues vs. those who did not.
- My packaging communicates brand quality at the moment the customer first touches it.**  
The unboxing moment is your last chance at a first impression
- I have not received repeated customer complaints about the same packaging issue in the last 6 months.

### Section 5 — Systems & Scalability (5 points)

- I have a documented packaging SOP so every order is packed identically regardless of who packs it.
- My packaging decisions are reviewed quarterly against financial performance data — not just aesthetics.
- I have modeled the ROI of packaging improvements using contribution margin impact, not just unit cost.
- My packaging is designed to scale — it works the same at 100 orders/day as at 1,000 orders/day.
- I treat packaging as a strategic system decision, not a commodity purchase.

### Your Score

Score	What it means	Recommended next step
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<b>20 - 25</b>	Strong packaging system. Margin and retention are protected.	Book a Modonix review to find your next optimization opportunity.
<b>12 - 19</b>	Moderate gaps. Packaging is likely leaking margin in 2-3 areas.	Start with your lowest-scoring section — that is your biggest leak.
<b>0 - 11</b>	Critical gaps. Packaging is a significant drag on margin and cash flow.	Get a free Modonix packaging audit at <a href="https://modonix.com/services">modonix.com/services</a> .

### Ready to turn your packaging into a profit system?

Book a free packaging audit at [modonix.com/services](https://modonix.com/services) — we identify your top 3 margin leaks in one session.