

How to use: go through each section and check every box that applies. Tally your score at the end. Any unchecked box is a documented operational gap.

Receiving and Counting

- 1 ☐ Does receiving staff scan each unit individually instead of counting by carton?
- 2 ☐ Is every damaged item logged in the system the moment it's discovered?
- 3 ☐ Do pickers confirm the bin location matches the system before pulling stock?
- 4 ☐ Can you trace any count discrepancy back to the exact touchpoint that caused it?
- 5 ☐ Does put-away require a scan confirmation before the transaction closes?

Cross-Channel Data Sync

- 6 ☐ Do your website, stores, and warehouse pull stock data from one single source?
- 7 ☐ Can any staff member trust one system's number without calling another department?
- 8 ☐ Does a sale on one channel update available stock everywhere instantly?
- 9 ☐ Have customers ever ordered an item your system showed in stock but wasn't?
- 10 ☐ Is one person accountable for inventory accuracy across all sales channels?

Reporting and Replenishment

- 11 ☐ Do you have real-time stock visibility without pulling manual reports?
- 12 ☐ Can one report show you both overstocked and understocked SKUs together?
- 13 ☐ Are replenishment orders triggered by data instead of memory or habit?
- 14 ☐ Do you know today how much cash is tied up in slow-moving inventory?
- 15 ☐ Is inventory reporting reviewed daily instead of only after something breaks?

Systems and Software

- 16 ☐ Are you managing warehouse operations inside your ERP instead of a WMS?
- 17 ☐ Could any worker find a SKU's shelf location without asking someone who knows?
- 18 ☐ If several exceptions hit today, would your system surface all of them at once?
- 19 ☐ Has any automation proposal been costed against the operational metrics execs track?
- 20 ☐ Was your inventory software chosen for your actual SKU volume, not its brand name?

Fulfillment and Returns

- 21 ☐ Has a misplaced item ever caused a picker to ship the wrong SKU to a customer?
- 22 ☐ Do pickers verify the physical product, not just the shelf listed on the slip?
- 23 ☐ Do you have a documented process for orders placed with a bad customer address?
- 24 ☐ Do you track how often returned packages never make it back to the warehouse?
- 25 ☐ Is forfeited shipping cost from bad addresses tracked as its own line item?

SCORING GUIDE

Score	Level	What it means
0 to 11	CRITICAL	Structural failures are actively destroying margin
12 to 19	MODERATE	Gaps in two or three areas that need immediate attention
20 to 25	STRONG	Systems are solid, focus on optimization

Book a free data audit at modonix.com/service. We identify your top 3 margin leaks in one session. Written by Ahmed Abuswa, Modonix.com