

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.

Sorting Setup

- 1 ☐ Do you use conveyor belts or sorting tables instead of manual floor sorting?
- 2 ☐ Is each packing station physically separated to prevent order mixing?
- 3 ☐ Are inbound and outbound items staged in clearly marked zones?
- 4 ☐ Does every packer have a dedicated scan point before sealing a box?
- 5 ☐ Is there a defined workflow sequence from pick to pack to ship?

Handoff Verification

- 6 ☐ Does every outbound shipment require paperwork match before dock release?
- 7 ☐ Is carrier identity verified against a manifest before freight is loaded?
- 8 ☐ Does a second person confirm carrier credentials before handoff?
- 9 ☐ Is there a signed log for every dock release, no exceptions?
- 10 ☐ Are carrier handoff errors tracked separately from warehouse packing errors?

Labor Efficiency

- 11 ☐ Have you measured what share of labor hours goes to picking-to-shipping?
- 12 ☐ Do you know your current order fulfillment time per order type?
- 13 ☐ Is kitting work batched to reduce repeated trips per order?
- 14 ☐ Have you audited idle time between pick completion and pack start?
- 15 ☐ Is labor allocation reviewed on a recurring schedule against order volume?

Returns & Accuracy

- 16 ☐ Are perishable items flagged for immediate inspection on return intake?
- 17 ☐ Is inventory count updated in real time as items move through stations?
- 18 ☐ Does your system catch quantity mismatches before a box is sealed?
- 19 ☐ Is there a dual-check step between internal team and outbound shipper?
- 20 ☐ Are discrepancies logged with timestamp and responsible station noted?

Accountability & Metrics

- 21 ☐ Do you track order error rates as a standalone recurring metric?
- 22 ☐ Is there a documented process for disputing a customer-fault claim?
- 23 ☐ Does your team review fulfillment metrics on a recurring schedule?
- 24 ☐ Is responsibility for each packing step assigned to a named role?
- 25 ☐ Do you run fulfillment on a defined process rather than reactively?

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