



Top 8 KPIs for 3PL Companies

1. Inbound Receiving Time

Measures the time from when inventory is received at the loading dock to when it is put away as inventory.

Benchmark: 48 hours (top companies under 24 hours).



2. Order Accuracy

Identifies how well the items picked match the items ordered.

Benchmark: 99.9%.



3. Shipping Accuracy

Ensures the ordered package is delivered to its intended target.

Benchmark: 99%.



4. Order Time-to-Fill

Measures the time between when an order is received and when it is made available to the shipping carrier.

Benchmark: 48 hours (top companies under 24 hours).



5. Inventory Accuracy

Measures the ratio between actual items in inventory and those indicated by the warehouse management system.

Benchmark: 98%.



6. Average Lead Time

Measures the time from order placement to customer receipt.

Benchmark: 2-3 business days.



7. On-time Delivery

Measures how well you meet promised delivery times on orders.

Benchmark: 95%.



Benchmark: Below 10%.

8. Return Rate

Measures the percentage of orders that are returned by customers due to defects or dissatisfaction.

