



PROFESSIONAL GUIDE SERIES

PROFESSIONAL GUIDE #001

WAREHOUSE KPI GUIDE

TOP 10 KPIS EVERY WAREHOUSE MANAGER SHOULD TRACK

OUR MISSION

The GTA Logistics Brief exists to provide transportation, warehousing, and supply chain professionals with practical, unbiased, and actionable insights that improve operations across the Greater Toronto Area. Every guide is written with one goal: to help industry professionals make better decisions, one step at a time.

ESTIMATED READING TIME

5 Minutes

BEST SUITED FOR

Warehouse & Operations Leaders

CORE TAKEAWAY

Focus on 1-2 metrics at a time

TOP 10 KPIS EVERY WAREHOUSE MANAGER SHOULD TRACK (1 - 5)

1

RECEIVING ACCURACY

Formula: Accurate Receipts ÷ Total Receipts

WHY IT MATTERS

Measures how accurately inbound shipments are received and systematically recorded.

MANAGER TIP

Audit one random inbound shipment every shift instead of waiting until month-end.

2

ORDER ACCURACY

Formula: Accurate Orders ÷ Total Orders Shipped

WHY IT MATTERS

Tracks the physical accuracy of outbound client shipments and directly controls customer satisfaction retention.

MANAGER TIP

Investigate and perform a root-cause breakdown on order errors the same day they occur.

3

DOCK TO STOCK CYCLE TIME

Formula: Total Time from Dock to Stock Ready

WHY IT MATTERS

Measures put-away velocity to ensure merchandise is positioned quickly for outbound order lines.

MANAGER TIP

Eliminate operational delays between raw offloading and slot placement with coordinated schedules.

4

PICKING PRODUCTIVITY

Formula: Total Lines Picked ÷ Total Labor Hours

WHY IT MATTERS

Measures direct floor throughput lines per active hour to expose processing velocity.

MANAGER TIP

Standardize structural picking travel paths to significantly reduce operator floor travel time.

5

SHIPPING PRODUCTIVITY

Formula: Total Lines Shipped ÷ Total Labor Hours

TOP 10 KPIS EVERY WAREHOUSE MANAGER SHOULD TRACK (6 - 10)

6

INVENTORY ACCURACY

Formula: Accurate On-Hand ÷ Total On-Hand

WHY IT MATTERS

Indicates physical-to-system data integrity to eliminate costly systemic stock-outs.

MANAGER TIP

Perform cycle counts regularly and establish rigid root-cause analysis for discrepancies.

7

SPACE UTILIZATION

Formula: Used Cube ÷ Total Available Cube

WHY IT MATTERS

Measures storage volume density utilization to maintain control over racking overhead footprints.

MANAGER TIP

Review slow-moving inventory velocity sets frequently and reconfigure spatial slots accordingly.

8

LABOR UTILIZATION

Formula: Productive Hours ÷ Total Available Hours

WHY IT MATTERS

Tracks actual hands-on task performance times against paid facility clock-in hours.

MANAGER TIP

Balance multi-department workloads dynamically across shifts to eliminate floor idle time.

9

SAFETY INCIDENT RATE

Formula: Total Incidents ÷ Total Labor Hours

WHY IT MATTERS

Monitors structural risk and warehouse safety variables over active work periods.

MANAGER TIP

Foster an open incident reporting culture and run interactive safety stand-up talks daily.

10

COST PER ORDER

Formula: Total Operating Cost ÷ Total Orders Shipped

WAREHOUSE MANAGER TOOLKIT

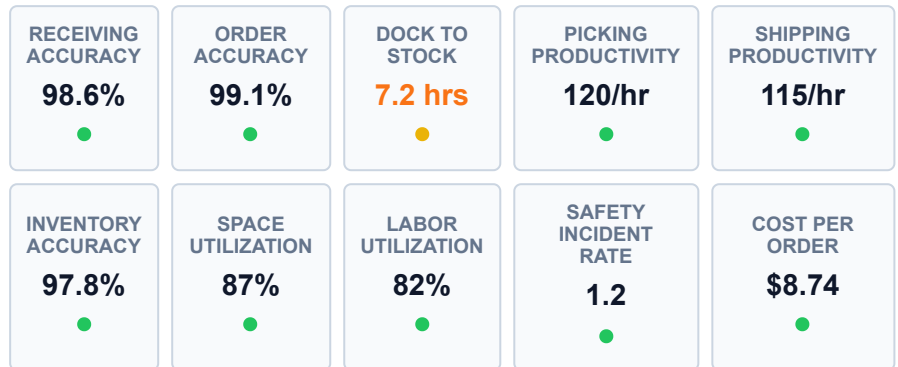
MONTHLY CHECKLIST

- Review operational KPI trends and identify changes
- Investigate root causes of operational floor issues
- Meet with supervisors and review shift action plans
- Recognize wins and celebrate milestone improvements
- Set exactly one focused KPI target for next month
- Transparently communicate results with your team

BEST PRACTICE

Combine these metrics with consistent team communication, routine site process reviews, and focused asset technology investments.

KPI DASHBOARD EXAMPLE



COMMON MISTAKE

Trying to optimize every indicator layout variables all at once. Isolate and focus on the 1-2 metrics driving the highest financial overhead impact first.

EDITOR'S INSIGHT

"The most successful logistics hubs I've audited in the GTA don't chase every metric visible on their platform dashboards. Instead, they mercilessly focus on the vital few parameters that protect their key customer retention agreements, optimize processing space, and keep labor teams safe."

COMING NEXT

PROFESSIONAL GUIDE #002

Reducing Truck Detention Costs

Practical structural checklists and scheduling strategies to eliminate warehouse loading gate gridlock and protect shipping overhead lines.

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