Fulfillment Services Checklist

If you currently use fulfillment services, this checklist can help you target areas for improvement. Each question goes to your bottom line, either as a cost (visible or hidden), or as a missed opportunity. Call us to discuss any of these areas.

Stock

☐ Are you paying too much storage for **_overstocked_** items?

☐ Have you missed opportunities because of **_understocked items_**?

☐ Do you know when you've hit **_low stock_**?

☐ Do you know when to **_re-order_**?

☐ Do you know **_how much_** to re-order?

☐ Are you plagued with **_inaccurate stock counts_**?

☐ Is **_waste_** a part of you current reality?

☐ Do you know your **_optimal order quantities_** for each item?

☐ Can you control **_erratic distribution_** of your materials?

☐ Can you perform detailed **_stock tracking_** for each piece?

☐ Are you able to generate a complete **_stock analysis_** for every item?

Systems

☐ Do you have a **_restricted or unsatisfactory interface_** with your fulfillment system?

☐ Is your **_system limited_** to designated areas, people, or workstations?

☐ Do you know what **_fulfillment is currently costing_** you in any rigorous sense?

☐ Do you have **_criteria in place_** to decide whether to do a project in house or to outsource it, and with what vendor?

☐ Do you experience **_difficulty planning_** your fulfillment activities?

☐ Do you have any **_database integrity_** issues?

☐ Can you **_re-construct the scenario_** who-got-what-when-and-what-happened-because-they-did?

☐ Does your system **_depend too much on a few people_** to work well?

☐ Do you experience any **_bottlenecks_** in your system?

☐ Are you systems-dependent or **_people-dependent_**?

Cost

☐ Even if you're experiencing no problems in the above mentioned areas, are you paying the **_lowest possible cost_** for these services?

☐ Are you aware of any possible **_hidden costs_** (over expenditure of resources due to inefficient systems)?

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Orders and Requests

☐ Are you hampered by complex and inefficient **_ordering procedures_**?

☐ Do **_transposition errors_** show up in your order entry?

☐ Is it difficult to handle many **_different kinds of requesters_**?

☐ Do after-the-fact **_approval systems_** slow down your process?

☐ How's the **_turnaround time_** for orders and requests?

☐ Can you easily **_analyze order activity_**?

☐ How difficult is it to **_track orders_** through the system?

Change

☐ Are you having any **_quality or consistency_** issues?

☐ Do **_mistakes_** cause **_costly re-work_**?

☐ Is it difficult to get **_new projects moving_**?

☐ Do your **_vendors have rigid policies_** for dealing with them?

☐ Is your current vendor giving you **_inferior service_**?

☐ Are you experiencing **_space problems_** for your materials?

☐ Is **_expansion_** causing some of your old ways of doing things to creak?

☐ Has **_downsizing_** put a crimp on your resources?

☐ Are factors in your environment **_forcing you to change_**?

☐ Are you a **_first-time fulfillment user_**?

DATA

☐ How quickly, easily, and accurately can you **_access data_** about your entire fulfillment initiative?

☐ Is your **_reporting_** adequate?

☐ Can you **_offload data_** into spreadsheet and private database applications?