

Order fulfilment review

Executive summary

Packing is the first priority for improvement

Packing accounts for half of late dispatches. A two-week pilot will test packing changes before a wider rollout.

12%

Late dispatches

9 min

Average processing time

3%

Returned orders

Review scope

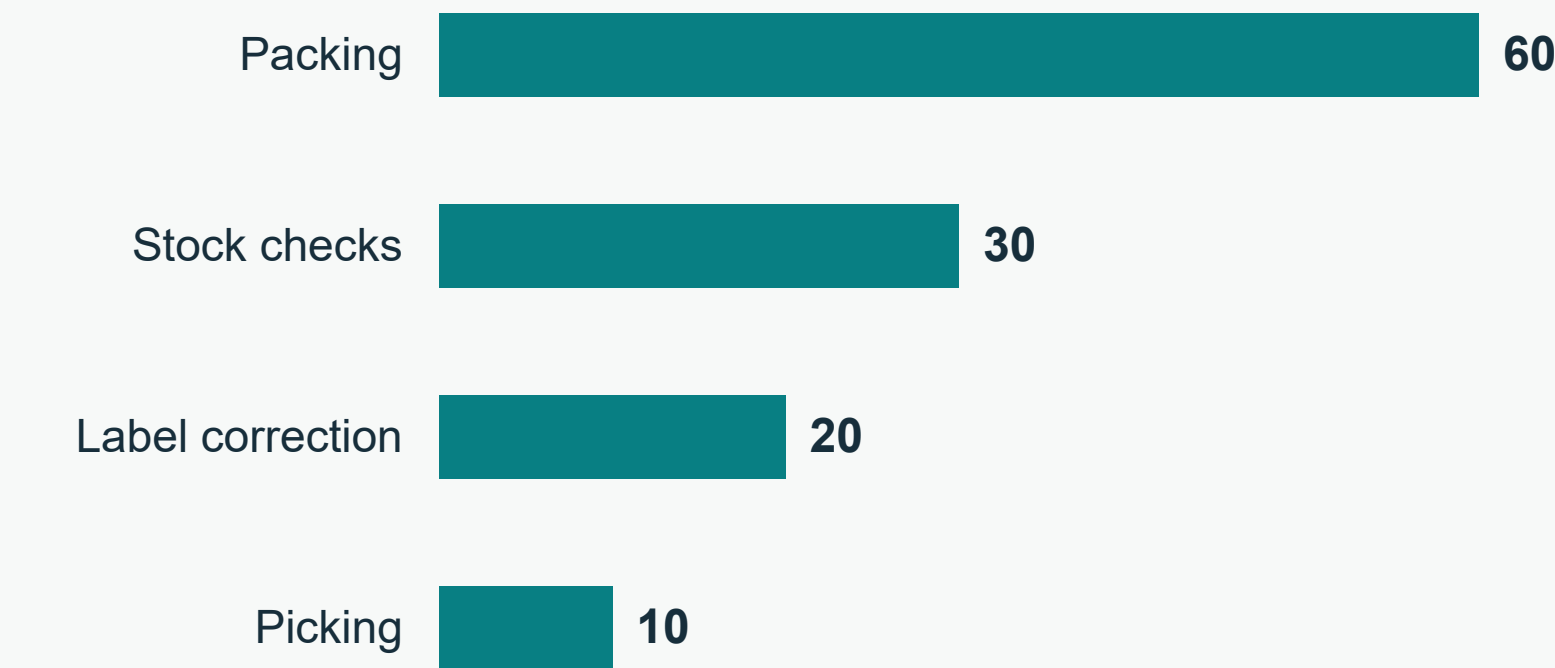
Four weeks of completed orders from one warehouse

Measure	Baseline	Definition
Completed orders	1,000	Orders dispatched during the review
Late dispatches	120 / 12%	Dispatch after the promised cut-off
Returned orders	30 / 3%	Returns linked to the reviewed orders
Processing time	9 minutes	Average time per completed order

The review covers warehouse processing. Carrier delivery time is outside the scope.

Dispatch delays

Late orders by recorded primary cause



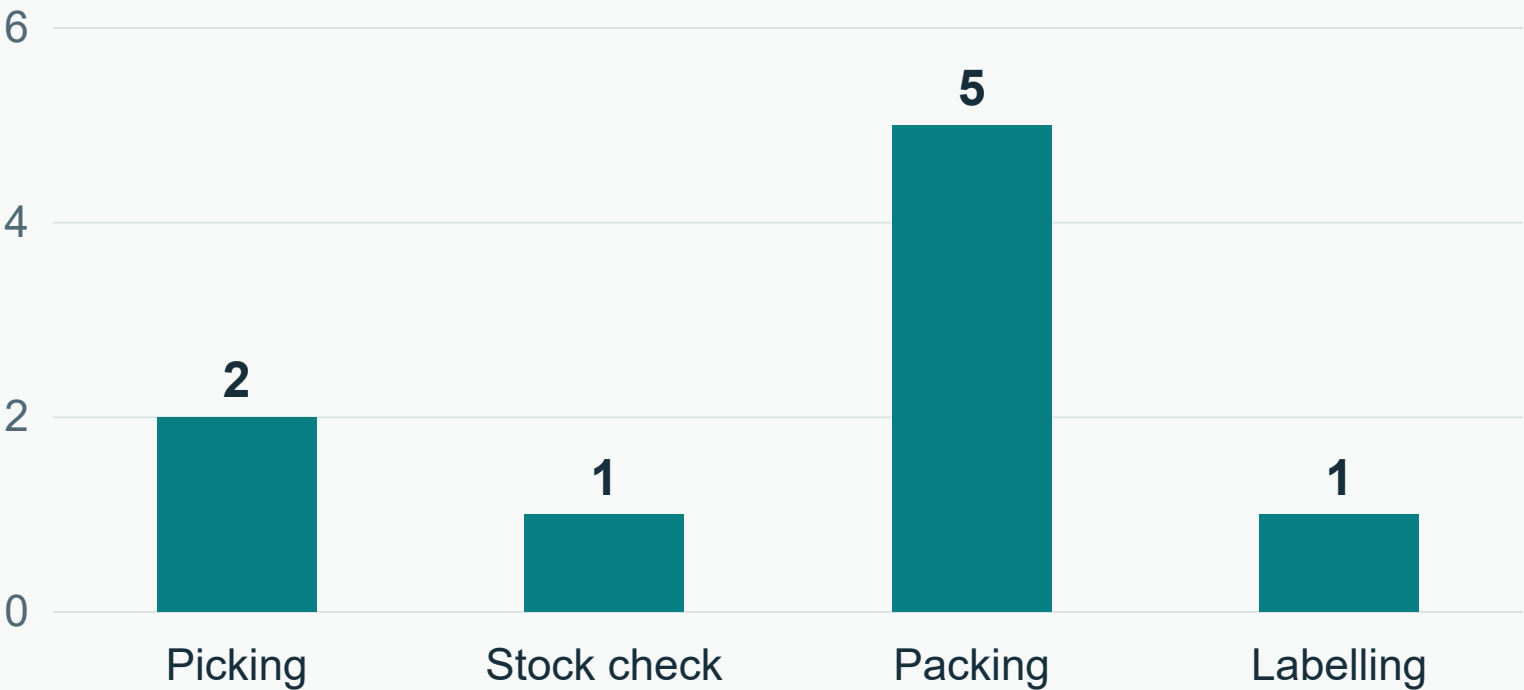
50%

of late dispatches
were assigned to
packing

Pilot focus: packing materials and the packing checklist

Processing time

Average active processing time per order, in minutes



56%

of active processing
time is spent packing

Queue time and carrier delivery time are excluded

Return reasons

Thirty returned orders represent 3% of reviewed orders

Recorded reason	Orders	Share of returns
Damaged item	18	60.0%
Wrong item	8	26.7%
Missing item	4	13.3%
Total	30	100.0%

Packaging checks deserve priority, alongside item and quantity checks

Two-week improvement pilot

A limited pilot will test the proposed changes before rollout

Action	Owner	Timing	Measure
Packing setup and checklist	Packing lead	Days 1-3	Packing time and delays
Stock and item checks	Warehouse supervisor	Days 1-5	Stock and label delays, wrong or missing items
Daily tracking and pilot review	Operations analyst	Days 1-14	Dispatch rate, processing time, returns

Next step: compare pilot results with the baseline before rollout