



OPERATIONAL VISIBILITY

# Warehouse Throughput & SLA Control

Spot SLA risk and throughput bottlenecks before the client calls — not after.

## IDEAL FOR

Warehousing

Distribution

3PL

## THE CHALLENGE

The warehouse manager has a WMS export. The ops director has a different spreadsheet. SLA breaches are spotted by the client, not by your team.

## TYPICAL DURATION

4–5 weeks

## OPERATIONAL AREAS COVERED

Warehouse

Staffing

Delivery

### Discover

Workshop & interviews

### Deliver

Fixed-scope outputs

### Handover

Documentation & session



# Warehouse Throughput & SLA Control

## WHAT YOU GET

- Operational reporting layer: orders/hour, pick accuracy, dwell time, space utilisation
- Shift-level labour productivity and overtime tracking
- SLA adherence by client and order type
- Exception alerts framework (backlog, accuracy dips, capacity thresholds)
- Data refresh pipeline from WMS exports or API
- Warehouse team training session

## EXPECTED OUTCOMES

- Live visibility of warehouse throughput and bottlenecks
- SLA risk flagged before client escalation
- Labour cost per order benchmarked by shift and zone
- Client-ready performance summaries for QBRs

## AT A GLANCE

Duration

**4–5 weeks**

Outcome area

Operational Visibility

Segments

Warehousing · Distribution · 3PL

Data areas

Warehouse · Staffing · Delivery

### Fixed-scope delivery

Defined outputs, documented handover, no open-ended day rates.

## WHO THIS IS FOR

Warehouse and 3PL operators managing multi-shift operations with client SLA obligations.

## Ready to make better operational decisions?

Book a free 30-minute discovery call — we will recommend the right fixed-scope engagement.

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