

Executive Checklist

Is Your WMS Supporting Business Strategy?

July 2025

WMS Strategy Alignment Checkliust

This checklist is designed to help executive leadership evaluate whether your current Warehouse Management System (WMS) is aligned with your business's strategic direction. Use it as a conversation starter with your operations, IT, and supply chain teams. Review each section and ask:

- Are we meeting our goals in this area?
- If not, is our WMS part of the problem—or the solution?
- What needs to change to better support business outcomes?

1.Strategic Alignment

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Does our WMS support current and long-term business objectives?

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Can it scale with our projected growth?

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Does it align with our digital transformation or automation initiatives?

2. Customer Experience

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Is the WMS helping us meet customer SLAs (on-time, accurate orders)?

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Can we track and trace inventory in real time for proactive customer communication?

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Does it support value-added services our customers expect?

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3. Operational Efficiency

- ☐ Is our WMS helping reduce labor costs or improve labor productivity?

- ☐ Are we minimizing errors, rework, and inventory shrinkage?

- ☐ Can we easily identify and act on performance issues?

4. Flexibility & Agility

- ☐ Can we onboard new clients, products, or workflows quickly?

- ☐ Does the WMS adapt to seasonal fluctuations or demand spikes?

- ☐ Can we support omnichannel fulfillment, returns, or special handling needs?

5. Data-Driven Decisions

- ☐ Are we getting the right KPIs and reports to make strategic decisions?

- ☐ Does the system provide insights into inventory accuracy, space utilization, and labor performance?

- ☐ Is the data integrated with other key systems (ERP, TMS, OMS)?

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6. Technology & Innovation

- ☐ Is the WMS cloud-based or easily updated to adopt new capabilities?

- ☐ Can it support robotics, IoT, or AI for warehouse optimization?

- ☐ Are we staying competitive with modern WMS features?

7. Risk Management & Compliance

- ☐ Is our WMS helping us meet regulatory and industry compliance (e.g., food safety, pharma)?

- ☐ Can it ensure proper documentation and audit trails?

- ☐ Does it support disaster recovery and cybersecurity best practices?

Next Steps

If you answered “no” or “unsure” to several questions in this checklist, your WMS may be holding your business back—or not evolving with your needs. Set up a time to review this checklist in detail with your team. Bring in stakeholders from operations, IT, and finance to evaluate your current system and identify opportunities for improvement.

Let's connect and talk through how your WMS can better support your business strategy.

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