





35. Please estimate your facility's average measures for the following:

Productivity	a. Annual storage utilization (occupied capacity ÷ total storage capacity)	% <sup>68</sup>
	b. Orders per hour (orders picked or packed ÷ total warehouse hours)	/hr <sup>69</sup>
	c. Lines picked per hour (lines picked or packed ÷ total warehouse hours)	/hr <sup>70</sup>
	d. Items picked per hour (items picked or packed ÷ total warehouse hours)	/hr <sup>71</sup>
	e. Dock to stock time (receipt to storage time in hours)	hr <sup>72</sup>
	f. Total annual orders shipped	<sup>73</sup>
	g. Cost per order (annual labor and overhead costs ÷ total orders)	\$ <sup>74</sup>
Fulfillment	h. On-time delivery rate (orders delivered on time ÷ total orders)	% <sup>75</sup>
	i. Order fill rate (orders filled complete ÷ total orders)	% <sup>76</sup>
	j. Order accuracy (error-free orders ÷ total orders)	% <sup>77</sup>
	k. Line accuracy (error-free lines ÷ total lines shipped)	% <sup>78</sup>
	l. Order cycle time (order release to ship time)	hr <sup>79</sup>
	m. Perfect order rate (perfect deliveries ÷ total deliveries)	% <sup>80</sup>
	n. Customer delivery lead time (receipt of order to delivery)	days <sup>81</sup>
Inventory	o. Total inventory turn rate (annual dollar-volume shipments ÷ average on-hand inventory)	turns <sup>82</sup>

36. Approximately how much has productivity (cost per order) changed in the past year?

- <sup>83-1</sup> Decreased more than 10%   
  <sup>2</sup> Decreased 6 - 10%   
  <sup>3</sup> Decreased 1 - 5%   
  <sup>4</sup> Stayed the same  
 <sup>5</sup> Increased 1 - 5%   
  <sup>6</sup> Increased 6 - 10%   
  <sup>7</sup> Increased more than 10%

### CUSTOMER/DELIVERY INFORMATION

37. What percentage of customer deliveries are made by each delivery method (indicate % for A), and how have volumes for each method changed over the past 12 months (check one in each row of B)?

	A. % of deliveries	B. Change			
		Increased	No change	Decreased	N/A
Company-owned vehicles	% <sup>141</sup>	<input type="checkbox"/> <sup>149-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Full truckload contract carriers	% <sup>142</sup>	<input type="checkbox"/> <sup>150-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Less-than truckload contract carriers	% <sup>143</sup>	<input type="checkbox"/> <sup>151-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Intermodal/rail	% <sup>144</sup>	<input type="checkbox"/> <sup>152-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Air Freight	% <sup>145</sup>	<input type="checkbox"/> <sup>153-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Expedited/Express	% <sup>146</sup>	<input type="checkbox"/> <sup>154-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Customer pick-up	% <sup>147</sup>	<input type="checkbox"/> <sup>155-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Other:	% <sup>148</sup>	<input type="checkbox"/> <sup>156-1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>
Total of above percentages should =	100%				

38. What percentage of the company-operated vehicles are? Owned \_\_\_\_\_%<sup>93</sup> Leased \_\_\_\_\_%<sup>94</sup>

39. What percentage of incoming goods and materials comes from outside the U.S. (by dollar volume) \_\_\_\_\_%<sup>87</sup>

### CAPITAL INVESTMENTS

40. Please indicate your level of information-technology spending for 2006:

(as a percentage of annual shipment dollar volume) ..... %<sup>95</sup>

41. What is the anticipated change in information-technology spending for 2007 vs. 2006? (check one)

- <sup>96-1</sup> Decrease more than 20%   
  <sup>2</sup> Decrease 11 - 20%   
  <sup>3</sup> Decrease 1 - 10%   
  <sup>4</sup> Stay the same  
 <sup>5</sup> Increase 1 - 10%   
  <sup>6</sup> Increase 11 - 20%   
  <sup>7</sup> Increase more than 20%

42. How much has your facility invested in RFID technology in the past 12 months? ..... \$<sup>110</sup>

43. How much do you plan to invest in RFID technology in the next 12 months? .....\$ \_\_\_\_\_ 111

44. Please indicate your level of capital equipment spending for 2006:  
 (as a percentage of annual shipment dollar volume) .....% 157

45. What is the anticipated change in capital equipment spending for 2007 vs. 2006? (check one)  
 158-1  Decrease more than 20%    2  Decrease 11 - 20%    3  Decrease 1 - 10%    4  Stay the same  
 5  Increase 1 - 10%    6  Increase 11 - 20%    7  Increase more than 20%

46. What will be your top *three* capital equipment investments in 2006 in terms of total dollar value?  
 (check up to three categories)

159 <input type="checkbox"/> Lift trucks and related vehicles	160 <input type="checkbox"/> Lift truck parts, accessories and attachments
161 <input type="checkbox"/> Batteries and related equipment	162 <input type="checkbox"/> Conveyors, belting and controls
163 <input type="checkbox"/> Sortation equipment	164 <input type="checkbox"/> Cranes and overhead lifting equipment
165 <input type="checkbox"/> Storage equipment (racks and shelving)	166 <input type="checkbox"/> Dock doors and related equipment
167 <input type="checkbox"/> Facility remodeling or expansion	168 <input type="checkbox"/> Automated equipment (including robots and AGVs)
169 <input type="checkbox"/> Other	170 <input type="checkbox"/> No capital investments in 2006

**BUSINESS ENVIRONMENT**

47. What do you most expect to happen to this facility during the next three years? (check one)  
 112-1  Expand    2  Be sold    3  Downsize operations    4  None of these

48. How did the following costs change in the past 12 months: (check one in each row)

	Decrease more than 5%	Decrease 1-5%	No change	Increase 1-5%	Increase more than 5%
Labor costs	171-1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Logistics/transportation costs	172-1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Healthcare costs	173-1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Equipment costs	174-1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
IT costs (hardware and software)	175-1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

49. What steps have been taken over the past 12 months to reduce healthcare costs? (check all that apply)

176 <input type="checkbox"/> Increase employee contribution	177 <input type="checkbox"/> Increase deductible
178 <input type="checkbox"/> Increase co-pays	179 <input type="checkbox"/> Increasing out-of-pocket maximum
180 <input type="checkbox"/> Impose dollar limits on medical care	181 <input type="checkbox"/> Switch to managed care policies (HMO, PPO, etc.)
182 <input type="checkbox"/> Offer Health Savings Accounts (HSA)	183 <input type="checkbox"/> Healthcare education/awareness
184 <input type="checkbox"/> Other _____	185 <input type="checkbox"/> No steps taken to reduce costs

50. Which of the following are the greatest threat to your facility's profitability in 2007? (check all that apply)

186 <input type="checkbox"/> Finding skilled labor	187 <input type="checkbox"/> Finding skilled leaders	188 <input type="checkbox"/> Retaining employees
189 <input type="checkbox"/> Insurance costs	190 <input type="checkbox"/> Health of the economy	191 <input type="checkbox"/> Reverse logistics issues
192 <input type="checkbox"/> Energy/fuel costs	193 <input type="checkbox"/> Federal regulations	194 <input type="checkbox"/> Local regulations
195 <input type="checkbox"/> Industry consolidation	196 <input type="checkbox"/> Threat of outsourcing	197 <input type="checkbox"/> None of these

Note: The Census of Distribution was fielded in late 2006 and early 2007.