

3PL Health Check



Use this checklist to proactively assess the health of your 3PL, identify any issues before they arise and ensure your 3PL is delivering real benefit to your business...

Are you **happy**?



An obvious question, but one that's easy to overlook - particularly if you've been with your provider for a while. If you or your team are unhappy or dissatisfied with your 3PL, there are more than likely some issues bubbling away that need to be addressed sooner than later.

Have your **business needs** changed?



Just because your 3PL was suited to your business when you first partnered, it doesn't mean it still is. Look at whether your 3PL could be adding value in areas more aligned with your current strategy and lead a proactive discussion about other ways they can support you.

Is your 3PL **future proof**?



A good 3PL should be a long-term strategic partner. Ensuring your 3PL is able to meet your projected growth is critical, as you don't want to end up in a situation where you need to suddenly change providers and start building a new relationship from scratch.

Is your 3PL investing in **technology**?



With regular advances in logistics tech unlocking all sorts of exciting possibilities, don't get left behind or stuck dealing with a legacy system. Make sure your 3PL is keeping up with and investing in the latest technology and, if they are, ensure you're using it to its full effect.

Are your **KPIs** being met?



Establishing KPIs based on key metrics and then track how your 3PL is performing - both in the short and long-term. Many factors can impact a KPI metric, so if a target isn't met, have a discussion with your 3PL about the causes and how to correct them moving forward.

Are you being **charged** correctly?



Keep an eye on your 3PL's fixed and variable costs to not only identify mistakes but also flag bigger issues down the track. Wild fluctuations or worrying low charges for things like insurance can indicate a poor strategy that can end up costing you in the long run.

