

WMS Buyer's Evaluation Checklist

20 Questions That Reveal Whether a WMS Implementation Is Built for Success

A printable tool for evaluating potential vendors and identifying implementation risks before you buy.

01 Discovery & Solution Design

- ☐ How do you conduct discovery before implementation begins?

- ☐ How do you document, validate, and assess business requirements and operational risks before configuration begins?

- ☐ How do you decide whether a process should change versus be configured in the WMS?

- ☐ Can you share an example of a project where discovery prevented a major implementation issue?

02 Customer Readiness

- ☐ Who from our organization needs to participate throughout the project, and what level of time commitment is expected from key SMEs?

- ☐ What role should executive sponsors play?

- ☐ What governance structure do you recommend for decision making and issue resolution?

- ☐ What assumptions are built into your implementation timeline?

03 User Acceptance Testing (UAT)

- ☐ What does successful User Acceptance Testing require from our team?

- ☐ What are the most common reasons testing delays occur?

- ☐ How do you prepare customers for UAT?

- ☐ How do you manage defects, process changes, and new requirements discovered during testing?

- ☐ What criteria must be met before you recommend go-live?

04 Change Management

- ☐ What change management activities should occur before go-live?

- ☐ How do you prepare warehouse teams for new processes?

- ☐ What role should operational leadership play during implementation?

- ☐ How do you support adoption, training, and performance improvement after launch?

05 Platform Adaptability

- ☐ How do you accommodate changing business requirements after go-live?

- ☐ How do you measure implementation success one year later?

- ☐ How much can be changed through configuration versus custom development?
