

Order Management Maturity Curve Checklist

Growth creates pressure on stock, orders and delivery promises. This checklist helps you see the early warning signs; the moments when manual work no longer keeps up. It will show you where you sit on the maturity curve and if you're ready for an OMS.

Checklist Instructions

Read each question below → Answer Yes, or No → Yes = 1 point.
Check your total against the score guide at the bottom of the page.

✓ if Yes

1. Sales & Channels

Do you sell through multiple channels (web, stores, marketplaces, app)?

Do orders sometimes come from channels your ERP, POS, WMS or 3PL can't handle easily?

2. Inventory & Visibility

Is stock accuracy between stores, warehouse, and online challenging?

Do teams rely on spreadsheets, exports or manual updates to track inventory?

3. Fulfilment & Logistics

Do you fulfil orders from multiple locations (warehouses, stores, partners)?

Are fulfilment decisions made manually, outside the system, or changed after the order is placed?

4. Customer Experience & Promise

Do customers sometimes see delivery promises that cannot be met in practice?

Do service teams handle frequent questions about order status, delays or changes?

5. Systems & IT Landscape

Are you juggling multiple systems (ERP, POS) that don't share fulfilment logic or decisions easily?

When adding a new channel, location or service, does it need custom integrations each time?

6. Growth & Strategy

Are you expanding internationally or merging multiple brands/regions?

Are fulfilment costs or delivery times creeping up despite tech investment?

Check your score

0-2	3-4	5-6	7-9	10-12
Simple & Centralized	Early Growth	Omnichannel	Complex	Enterprise chaos
Single channel, straightforward operations. OMS not yet required.	Order volumes and complexity are increasing. Manual coordination still works, but visibility gaps are emerging. Prepare for change.	More channels and fulfilment points increase complexity and pressure margins. OMS essential to protect productivity and cost-to-serve.	Returns, routing and promises are harder to control. Fragmented systems, returns chaos. OMS is now critical.	Operations span markets, partners and service models. Manual coordination creates risk and slows the business. OMS is urgent.

