

Revised Process Map – Improve Phase

Project Title: Reducing Supply Chain Disruptions Due to Dispatch Documentation Errors

Tool: Revised Process Map

Improved Process Overview

The revised process map integrates two key controls into the original workflow: a documentation checklist and a mandatory review step. This structured approach ensures that critical documentation is accurate and complete prior to handoff to the driver, reducing delays and client complaints.



Figure 1. Updated dispatch documentation process flow with checklist and review controls.