

Training Plans – Control Phase

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

Tool: Training Plans

Training Overview

Training was provided to all dispatchers and CSRs involved in documentation preparation and handoff. The goal of the training was to reinforce new standard work procedures and prevent regression in documentation accuracy.

Training Objectives

- Understand updated SOP for dispatch documentation
- Proper use of the documentation checklist
- Review and verification process expectations
- Escalation procedures for identified errors

Training Schedule

- Week 1: In-person training sessions (2 hours per team)
- Week 2: Checklist compliance tracking begins
- Week 3: Peer review performance assessment
- Week 4: Final audit and follow-up Q&A

Training Delivery Methods

- Instructor-led training (ILT)
- Job aids and laminated checklists distributed to each desk
- Peer demonstration and reinforcement during operations

Evaluation

Training effectiveness was measured through:

- Compliance rate with checklist usage
- Error rate reduction
- Direct manager observation and feedback