

Recommendations for Improvement – Improve Phase

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

Tool: Recommendations for Improvement

a) Factors Considered in Strategy Selection

Factors considered included cost of implementation, ease of integration with current operations, staff adaptability, and expected impact on documentation accuracy and delivery delays. Solutions were prioritized based on feasibility and measurable benefits.

b) Solution(s) Identified

- Implementation of standardized documentation checklist
- Mandatory document review step before handoff
- Introduction of color-coded document folders
- Staff training on new SOPs
- Real-time updates for dispatch changes

c) Selection Criteria and Alternatives

Each alternative solution was evaluated using a weighted criteria matrix with categories:

- Impact (40%)
- Cost (20%)
- Ease of Implementation (20%)
- Staff Acceptance (20%)

Top-scoring solutions:

1. Checklist + Review Process (92/100)
2. Training + Folder System (88/100)
3. System Automation Only (67/100 – lower due to cost and complexity)

d) Pilot Test Results

Pilot testing was conducted over a 5-day period using the checklist and review process. Results showed a drop in average documentation errors from 5.7/day to 2.3/day. Driver feedback indicated higher satisfaction with clear, verified documentation. CSR staff reported better confidence in document readiness before release.

The pilot confirmed that a standardized, enforceable process significantly improves documentation quality and delivery reliability. Full implementation is recommended based on impact, cost, and team feedback.

Visual: Solution Comparison

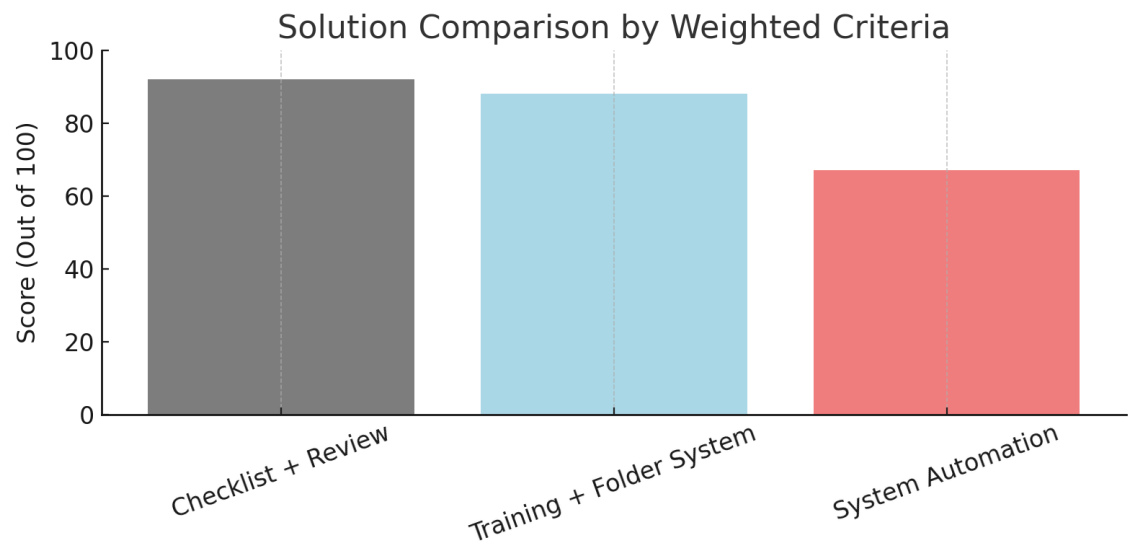


Figure 1. Weighted evaluation scores for proposed improvement solutions.