Executive Summary – Control Phase

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

Phase: Control

Summary of Deliverables and Findings

The Control Phase focused on sustaining the improvements achieved during the Improve Phase. A formal Control Plan was developed to outline ongoing monitoring responsibilities and response actions. An updated Standard Operating Procedure (SOP) was created to formalize the use of documentation checklists and mandatory reviews. A monitoring system using visual dashboards and weekly error reporting was defined to track the effectiveness of these changes. Final performance metrics demonstrated a sustained reduction in documentation errors and a marked improvement in delivery reliability.

Reflective Questions

a) Do you believe there was an appropriate use of tools?

Yes. Tools used in the Control Phase were selected to ensure the sustainability and accountability of implemented changes.

b) What tools did you use beyond each required tool? Why did you use these tools? What benefit did you gain as a result of using these tools?

A dashboard-style reporting template was created to visually track weekly error trends and provide management with actionable insights. This tool improved visibility and allowed for quicker response when deviations occur.

c) Do you believe the project is ready for closure or transition? Why or why not?

Yes. Improvements are fully implemented, team members have been trained, and monitoring tools are in place. The process is now stable and ready for long-term ownership.

d) If the project is not ready, what measures need to be taken to recover?

N/A – project is ready. However, contingency plans are outlined in the Control Plan to re-engage training or escalate to leadership if documentation errors rise above acceptable limits.

e) Does the project charter, problem, scope or other aspect of the project need to be refined? Please explain.

No refinements are necessary. However, future scope expansion may include integrating digital documentation tools or automating document generation as technology evolves.