

Procedures for Standard Work – Control Phase

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

Tool: Standard Operating Procedure (SOP) for Dispatch Documentation

Standard Operating Procedure: Dispatch Documentation Accuracy

1. Receive load order and confirm with client.
2. Dispatcher assigns load and inputs order details into dispatch system.
3. CSR generates BOL and supporting documents using standardized templates.
4. Complete Documentation Checklist and attach it to the dispatch packet.
5. Peer review of dispatch packet is conducted and stamped for release.
6. Hand off complete packet to driver; ensure acknowledgment is logged.
7. Delivery confirmation and signed paperwork are uploaded into system.
8. Weekly error rate is logged and reviewed by Dispatch Manager.
9. Monthly audit checks are conducted and documented.

Notes and Expectations

- All dispatchers and CSRs must complete and file checklists for each packet.
- Errors must be logged within 24 hours and corrective action initiated.
- Compliance with this SOP is tracked as a performance metric.