

# Summary of Next Steps – Improve Phase

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

Document: Summary of Next Steps

## Transition to Control Phase

With the successful validation of improvement actions through DOE, QFD, and pilot testing, the project is ready to transition into the Control Phase. Next steps will focus on sustaining the gains, monitoring the new process, and developing controls to ensure documentation errors remain minimized.

## Next Steps Plan

- Finalize SOP documentation incorporating checklist and review protocols
- Roll out process improvements across all dispatch shifts
- Assign process owners and establish accountability structure
- Develop and distribute performance dashboards for documentation errors
- Set monthly audit schedule to assess compliance and effectiveness
- Identify early warning signals (e.g., missed checklists, late reviews)

## Optional Tools Used

- Decision Matrix: Used to objectively evaluate and prioritize proposed solutions
- Pilot Testing: Simulated trial confirmed effectiveness before full rollout

## Conclusion

These next steps will ensure the improved process becomes embedded in daily operations, minimizing the likelihood of regression. Strong leadership support and regular performance monitoring will be key to sustaining improvements into the Control phase and beyond.