

SOP: Delivery Scheduling and Logistics Coordination

This SOP details **delivery scheduling and logistics coordination** processes, covering order receipt and verification, route planning and optimization, carrier selection and communication, shipment tracking and status updates, handling delivery exceptions and delays, coordination with warehouse and inventory teams, documentation and compliance requirements, and continuous performance evaluation. The goal is to ensure timely, efficient, and accurate delivery of goods while minimizing costs and enhancing customer satisfaction through effective logistics management.

1. Purpose

To establish standardized procedures for scheduling deliveries and coordinating logistics, ensuring operational efficiency, compliance, cost-effectiveness, and high levels of customer satisfaction.

2. Scope

Applies to all staff involved in order fulfillment, logistics coordination, and delivery scheduling across the supply chain.

3. Responsibilities

- **Logistics Coordinator:** Oversees all scheduling, routing, and carrier communication.
- **Warehouse Team:** Prepares and releases goods for dispatch.
- **Customer Service:** Updates customers on delivery status and handles exceptions.
- **Carrier Partners:** Ensure safe and timely transport of goods as per agreed schedules.

4. Procedure

1. Order Receipt and Verification

- Receive order via designated system (ERP, email, etc.).
- Verify customer details, product availability, delivery address, and requested timelines.
- Resolve discrepancies with customer prior to proceeding.

2. Route Planning and Optimization

- Assess delivery locations, urgency, and volumes.
- Use route optimization tools/software to create efficient delivery schedules, minimizing transit time and costs.

3. Carrier Selection and Communication

- Select carriers based on performance, capacity, cost, and suitability for goods.
- Communicate delivery details and obtain carrier confirmations.

4. Shipment Preparation and Handover

- Coordinate with warehouse for picking, packing, and labeling.
- Prepare shipping documents and hand over to carrier following protocol.

5. Shipment Tracking and Status Updates

- Monitor shipment status using tracking systems.
- Provide timely updates to stakeholders and customers.

6. Handling Delivery Exceptions and Delays

- Record reasons for delays or exceptions (e.g. weather, mechanical failure).
- Notify affected parties and implement corrective actions where feasible.
- Log exceptions for later analysis.

7. Coordination with Warehouse and Inventory Teams

- Ensure inventory accuracy and order readiness prior to scheduling.
- Communicate any supply or readiness issues promptly.

8. Documentation and Compliance

- Maintain required shipping, tracking, and customs documents as necessary.
- Ensure all local, regional, and international regulations are met.

9. Continuous Performance Evaluation

- Collect and review delivery KPIs (on-time rate, cost per shipment, exception data).
- Gather feedback from customers and carriers.
- Implement improvements based on performance analytics.

5. Documentation

- Order confirmations, bills of lading, and delivery receipts.
- Carrier assignment and communication records.
- Tracking and exception logs.
- Performance reports and corrective action records.

6. Review and Continuous Improvement

This SOP should be reviewed annually or in response to operational changes, customer feedback, or recurring delivery issues to ensure ongoing effectiveness and regulatory compliance.