The current process for order filling deliveries not customer focused. The shipping department are the customers and cannot load or ship freight until it is delivered by the order fillers; however, the current process prioritizes the order filling department meeting their own productivity goals. At the beginning of the shift the order filling manager and administrative clerks separate the deliveries based on the percentage of freight being delivered to each regional distribution center dock area (6006, 6011, 6017, etc…). Next, they assign a specific number of order filler drivers to each regional center based on their productivity goals and then provide them with the labels of the freight they need to pick in three waves (3 hour periods). Unfortunately, this is where the strategy ends. When the order fillers receive their group of assignments, they choose the order in which to pick and deliver freight and this results in an unbalanced shipping dock. Some areas of the dock become backed up and while others are bare.