1. In the case of an issue escalated to you, what actions are taken?

It really depends on what the issue actually is. If the shipment is rejected, primarily. (This happens at dispatch, not at the docks?) Rejected because: bill of lading mismatch, damage to the goods, damage to the vehicle (if it was in an accident), if there’s obvious issues before opening, like water leaking from the trailer.

If there isn’t enough of a part in the shipment, then she has to get involved. Not to reject, but to note that they’re owed the difference of parts they didn’t receive.

1. In what way and for what reasons does Chris Patstone report to you?

Indirectly. There’s layers of middle managers between Chris and Monica. And it only happens in the cases mentioned in Q1.

1. How do you interact with the current TTCS system?

Not at all. Her Materials Management System (MMS) interfaces with the TTCS, but Monica only uses the MMS.

* 1. What reports are drawn, what is currently on them?

She only gets reports from the MMS, which is way outside the scope of this one. Should have asked what sort of things the MMS gets from the TTCS, but she may not have known…

1. Do you have a close control over interactions between production and the warehouse?

No close control, she only wants updates from the MMS as soon as possible, so it needs to update quickly. Therefore, the TTCS has to update to the MMS quickly as well.

1. Do you have any official interaction with Jose Perez?

Monica – everything inside

Jose – everything outside

They only talk in the exceptional cases where something goes wrong. See Q1 answer.

PROBLEMS:

* There are complaints about the dispatchers from the dock foremen.
  + Not getting deliveries on time
  + Not able to get through to the dispatchers
* Security concerns
  + Trailers are being left overnight at the docks, while waiting to be unloaded
  + They are being vandalized, broken into (not even “broken” into, since they’re sitting there unlocked and unsealed).