Arrivals

**Overview**

A core part of the production process is the receipt of parts. This is done through the coming and going of trailers from the Orenda Marine Engines Facility. The arrivals process of Orenda Marine Engines can be broken down into two main processes, the trailers hat arrive during Operational hours, and those that don’t.

**Operational Hours Arrivals**

When a trailer arrives at the OME Facility it is required to report to the dispatch office where they will submit their Bill of Lading. The door seal is checked against the Bill of Lading to ensure that the numbers match and that the seal is unbroken. If, there is any abnormality the driver is refused entry until the contents of the trailer have been verified at a higher level. Once, the trailer is cleared the all of the information from the Bill of Lading is entered into the system manually to create the trailer record.

**Non-Operational Hours Arrivals**

When a trailer arrives after hours the security guard receives the bill of lading and checks the seal number and the trailer number against the one on the bill of lading to ensure everything is correct. If it is, the trailer is admitted and instructed to find the first available spot to park. If not, the trailer is instructed to return during the normal business hours of 0600 to 1800. When a trailer is admitted it is recorded on the after-hours arrival log with the date, time, trailer number, seal number remarks and who accepted it, the bill of lading is then placed with the After Hours Arrival log for the dispatcher when he arrives in the morning.

The next morning that the dispatch office is open the Dispatcher takes the After Hours arrival log along with the bills of lading and manually goes out and searches for the trailers in the yard to identify where the trailer was parked when it arrived. When has located all of the trailers he then enters all of the information from the Bill of Lading into the system.

**Identified Problems**

When a trailer arrives after hours, the security guard does not log the parking spot. The dispatcher has to then manually locate the trailer in the lot which requires him to be out of the dispatch office and takes time that could be used for other processes.

When a trailer record is being created the Bill of Lading is required to be manually entered into the TTCS which is a time consuming process that takes the dispatchers’ time that could be used for other tasks.

Trailer Movements

**Request for components**

The process of requesting components is a frequent one. All requests are initiated from the dock foreman to the dispatcher. The dock foreman must provide the part number, along with the destination bay number. The dispatcher identifies an available driver, along with the trailer number the components needed are in. The dispatcher then radios the driver to provide them with the destination bay and trailer number.

**Identified Problems**

The first problem encountered is tracking components in the TTCS. You can imagine searching a list for a specific part number like scrolling up and down a list that’s in an arbitrary order. The ability to search or perform queries based on single or multiple inputs is not an option. The dispatcher effectively is wasting their time using the TTCS to track components.

Another issue is that there is no policy in place on what drivers need to do after delivering components to the dock. It is expected that they either wait for the trailer to be unloaded so they can proceed to deliver the trailer back to the yard, or that they radio back into the dispatcher that they’re available for work.

It is possible though that the driver radios in and tells the dispatcher they have become available, but the dispatcher keeps track of this in their head, which leads to forgetting who is available and who is tied up with a job. It could become an issue that dispatcher believes he has no available driver, while the driver is sitting around waiting to get notified of next job to do.

**Request for Driver**

Requesting a driver when one isn’t present at dock is initiated by the dock foreman to the dispatcher, providing the destination bay number. The dispatcher then identifies an available driver. The dispatcher radios the driver to inform them of the bay number they’re to report to. The driver reports with their truck to the bay requested.

There could be many reasons why a driver is needed to report at the docks. In most cases when trailers are shuttled to the docks the driver has the choice to wait or not. This leaves the docks in a situation where they would need another driver. Identifying available drivers is the work of the dispatcher. Managing the drivers’ time is a task of their own.

**Identified Problems**

The first problem with this process is that the drivers have no policy on what to do when they drop off the trailers; this leaves a whole in the current process by making it difficult to reach drivers and track where they are. Tracking the drivers actually the job of the dispatcher, but with no policy in place on what they do when they actually shuttle the trailers to the docks makes knowing who is available and who isn’t a frustrating task.

It can become a problem that the dispatcher believes someone is working who really is waiting for their next job. This would be more of a break in communication, and an over sight. Rather than being intentional by the drivers.

**Request for empty trailer**

Dock foreman makes request to dispatcher by phone for an empty trailer, providing dispatch with bay number. Dispatch indentifies available trailer and driver. Dispatcher radios driver providing them with bay and trailer number. Driver picks up trailer and shuttles to dock from yard. Driver decides to wait for trailer to be loaded, or can radio in availability.

All trailers must be shuttled from yard to dock, and from yard to warehouse. Policy is put in place to prevent from an empty trailer from being sent right from the warehouse to the plant.

**Identified Problems**

Policy of trailers only being able to be shuttled from yard to warehouse, and from yard to dock is not always being followed. This policy is put in place to prevent from trailers being left at the warehouse or dock. All trailers need to be left in the yard which is the only secure area.

Certain trailers belong to certain companies. It could become a problem that trailer type is not associated with product type. Some drivers will only leave with the trailer they came with or another trailer from the same company.

**Request for empty trailer removal**

This process begins when a trailer has been emptied at a dock of the Warehouse or Plant, and the driver does not wait for the trailer to be unloaded. Once the Dock Foreman identifies that there is an empty trailer at the dock, he/she calls dispatch requesting a driver to come pick it up.

The Dock Foreman provides Dispatch with the appropriate information. This includes the dock name and bay number at which the trailer is located as well as the trailer number of said trailer. Once this call has been placed, the Dispatcher must now find a driver to perform this task (See Use Case JGRC-2002).

The Dispatcher must determine where the empty trailer will be placed in the yard after it is picked up. Dispatch will provide the driver with the information given to him from the Dock Foreman as well as the end destination determined beforehand. This process concludes when the trailer has been removed from the dock and placed in the specified parking spot in the yard.

**Identified Problems**

One issue that can be encountered in this process is that the Dispatcher may not always get the required information for pick-up. He may only get the bay number or the trailer number and this can cause problems for the driver. Without the appropriate information, the driver will have to drive around looking for the right dock or looking for a specific trailer at the docks. This is very time consuming and slows down an otherwise simple process.

Another big issue is when a driver cannot be reached or is late. In either of these situations, the trailer will have to sit and wait at the bay. The main concerns here are that the trailers are unattended in an unsecure area, and that the empty trailer is now taking up a bay.

**Moving finished product to end customer**

This process is triggered when there is a finished product in either the Warehouse or Plant that needs to be delivered to a customer. When the Dock Foreman has a product that needs to be delivered, he/she will call Dispatch to make a request for a Driver, and trailer, to take said product to the customer.

The Dock Foreman will provide Dispatch with the information necessary for the Driver to make the pick-up. This information includes dock name (North, East, South, West), the bay number at which to pick-up, and the customer address. The Dispatcher will pass this information on to the Driver when he is called.

Dispatch then calls for a Driver (See JGRC-2002).

**Identified Problems**

One issue that may arise is during the request for a Driver. There may not be enough information given to Dispatch for the Driver. If, for example, the Dispatch is only given a bay number, the Driver won’t know which dock to go to.

Another big issue would be if a Driver cannot be reached or if the Driver is late. This could cause problems with the end customer if they are not getting their orders on time.

Departures

**Overview**

There are two possible departures for the trailers at Orenda. The first is if a trailer is due or overdue to be returned to the Shipping Company that provided the trailer in the first place. The second is if the trailer is filled with goods and products to be shipped to the customer.

**Releasing empty trailer**

After a shipping company driver drops off their trailer in the lot, they typically like to pick up another trailer owned by their employer. The dispatcher will look at the return-by dates of the trailers in the system, as well as the shipping company owning the particular trailer, and the number of empty trailers available for transferring parts. Taking these three factors in to consideration, they may choose to release an empty trailer to the shipping company driver.

The dispatcher will then note in the system that that particular trailer is no longer taking up space in the lot, and has been returned to the shipping company.

**Shipping to end customer**

If there are not any trailers currently belonging to the driver’s company in the lot that are empty and available to be released, then they dispatcher will check if there are any loads to be sent to the end customer available. These will have been loaded at a dock, and are waiting for pickup by the shipping company driver that owns the trailer. The shipping company driver will deliver the products to the end customers.

**Identified Problems**

The current problems mainly involve the overdue fees on releasing trailers to the shipping companies which own them. There needs to be a more efficient way to track the requirement of empty trailers, and which trailers are causing the most impact in regards to late fees. Another issue may involve the conflict between the dispatcher and the shipping company drivers when there are no trailers to release, and no shipments to be made.