Request for components ties in as the heart of the system. Being a form of trailer movement this is going to be one of three major requests that the dock foreman can perform through the TTCS. One of the pertinent issues was the way the TTCS was being utilized in the system. Not everything can be automated, but things can be automated to help with manual processes. We are looking to interface your TTCS with your business and employees to help keep everything running smoothly.

Resolving the break in communication comes down to creating a means which everyone has a system that speaks between the sections of business. Giving the dock foreman a form to submit for requesting components frees up the phone, doesn’t depend on someone being on the other end to receive, more than one can be received at once, processing each request becomes less resource intensive. Using a computer system to hold and keep track of all this data saves the dispatcher time as they only need to look at the data when they want to resolve the request. Opposed to using a telephone system the dispatcher needs to assign himself to taking down the request from the dock foreman.

The change in process ends up affecting everyone involved. Projected that this will save time for everyone by eliminating the need to record information for requests. The dock foreman saves the dispatcher from entering information like part, and destination. The dispatcher saves the driver from needing to write down or memorize tasks as the driver will have a list of tasks with them in their trucks.

Request for a driver plays a major part in our system. Moving trailers is the main focus of Orenda. With a means in place to keep what they do productive, and the process of notifying them to their daily tasks we can eliminate time wasted in request for a driver. Implementing the ability to track at higher levels when requests are submitted and when the driver responds can and will increase efficiency. The current process is being shaped to allow data to be generated around where the break might be happening.

This process is a straight forward one, one that is invoked multiple times a day, every day. It’s a process that involves the dock foreman, dispatcher, and driver for The request itself. At a higher level this is important to everyone. Although the only three participants in the process are those listed.

The process of interacting with the new TTCS will be more fluid and reliable. Through a simple database back end to control the flow of information and requests through the system and company. The TTCS system comes as a new form of communication. The dock foreman loses time calling the dispatcher to give them a request if the dispatcher isn’t in the office. This means if the person who initiates the chain of events has a means to enter their request without having to depend on another human entity to be present to take the request is crucial, and highly viable.

A system to tie together the processes of a business also has to tie together the communication. And mirror the flow of the business. A system that provides feedback through reporting; A means to build a support the chain of command within a business.

Request for empty trailer can be considered the heart of the system, adding a means to increase the flow of the process is crucial. The ability to put everything on a cloud and have someone else pull down that information from another location helps everyone involved spend less time back and forth on phones and radios.

The ability for the dispatcher to view information on drivers and trailers is crucial on a constant basis. Having a screen to view information on trailers, drivers, and requests is going to play a big role in the system. It will require no direct input. When the dispatcher assigns a trailer it will show on this monitor that the trailer is either in the yard, at the docks, or at the warehouse. This external screen has to be used for reporting to the dispatcher. The less interaction needed the better.

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 or she will call the dispatcher requesting a driver to come pick it up.

The Dock Foreman provides the dispatcher 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 the 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. The dispatcher 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.

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 search for the correct dock or for the specific trailer at the docks. This is very time consuming and slows down an otherwise simple process.

Another 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. The process of trailer removals is essential to the flow of the business. When trailers are being removed on time, it leaves availability for other tasks to be completed, and the bay to be used for something else.