

The Current Processes (As-Is Mapping) for QuickShip Logistics Route Optimization Project

Introduction

I developed a comprehensive As-Is Process Map to visually depict the current workflow for route planning and customer order placement at QuickShip Logistics. This map outlines each step, the sequence of activities, and key decision points in the process. By visualizing the existing workflow, it becomes easier to identify areas for improvement and opportunities to enhance efficiency.

Process Mapping Overview

The process map outlines the flow from when a customer places an order, covering steps like inventory recording, order review, and route planning. It highlights key decision points and manual tasks that create bottlenecks and inefficiencies. This As-Is process mapping was instrumental in pinpointing areas that require improvement to streamline operations and boost overall productivity.

Current (As-Is) Business Process Map Outline

1. Order Placement

- **Step:** Customer place an order.
- **Responsible Role:** Customer
- **Decision Point:** Is the order complete and accurate?
 - Yes → Proceed to Order Review
 - No → Request corrections from the customer.

2. Order Review

- **Step:** Logistics team reviews order details.
- **Responsible Role:** Logistics Team
- **Decision Point:** Is the product available?
 - Yes → Proceed to Route Planning
 - No → Notify customers of unavailability.

3. Route Planning

- **Step:** Manual route planning based on availability and delivery windows.
- **Responsible Role:** Logistics Team
- **Decision Point:** Are there any special delivery requirements?
 - Yes → Adjust route and schedule accordingly.
 - No → Proceed to Dispatch Notification.

4. Dispatch Notification

- **Step:** Notify the delivery team of the planned route.
- **Responsible Role:** Logistics Team
- **Decision Point:** Is all necessary documentation provided?
 - Yes → Proceed to Delivery Execution.
 - No → Gather required documents.

5. Delivery Execution

- **Step:** Delivery team follows the planned route.
- **Responsible Role:** Delivery Team
- **Decision Point:** Are there any delays or issues during delivery?
 - Yes → Communicate with logistics for adjustments.
 - No → Proceed to Delivery Confirmation.

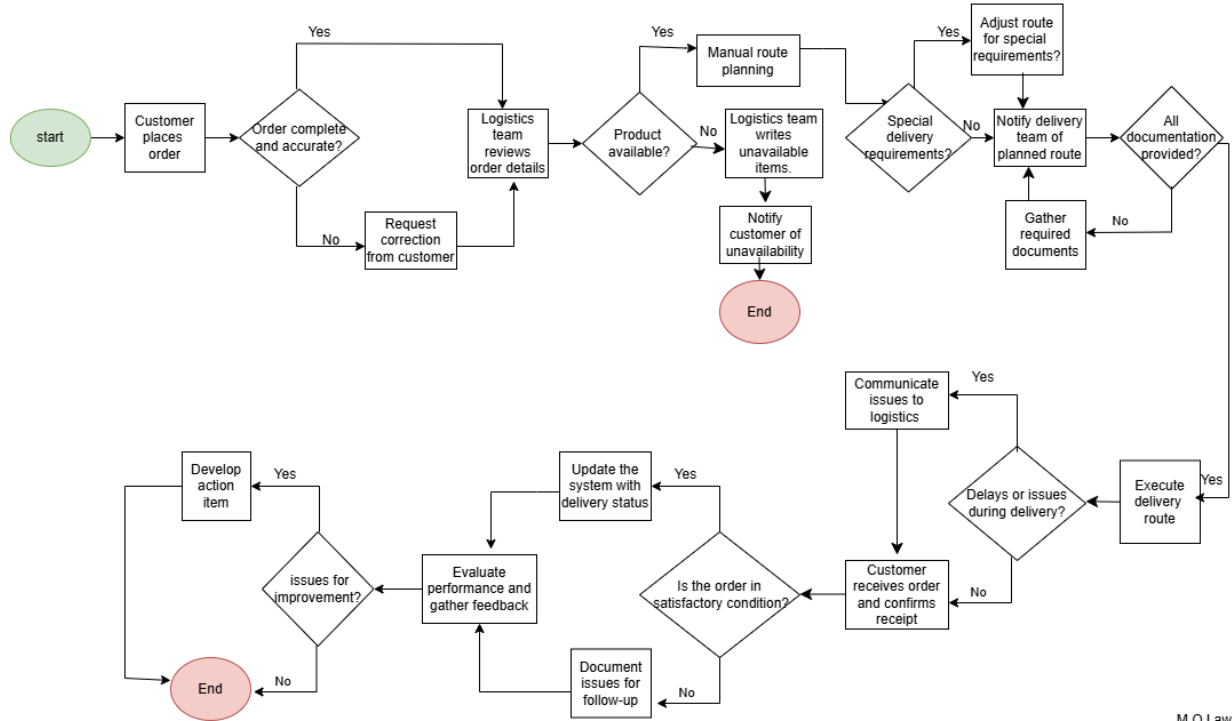
6. Delivery Confirmation

- **Step:** Customer receives order and confirms receipt.
- **Responsible Role:** Customer / Delivery Team
- **Decision Point:** Is the order received in satisfactory condition?
 - Yes → Update the system with delivery status.
 - No → Document issues for follow-up.

7. Post-Delivery Review

- **Step:** Evaluate delivery performance and gather feedback.
- **Responsible Role:** Logistics Team
- **Decision Point:** Are there identified issues for improvement?
 - Yes → Develop action items for future deliveries.
 - No → End process.

**QuickShip Logistics (As- Is) Workflow Process
(Current Workflow Process Before Improvement)**



M. O. Lawan