
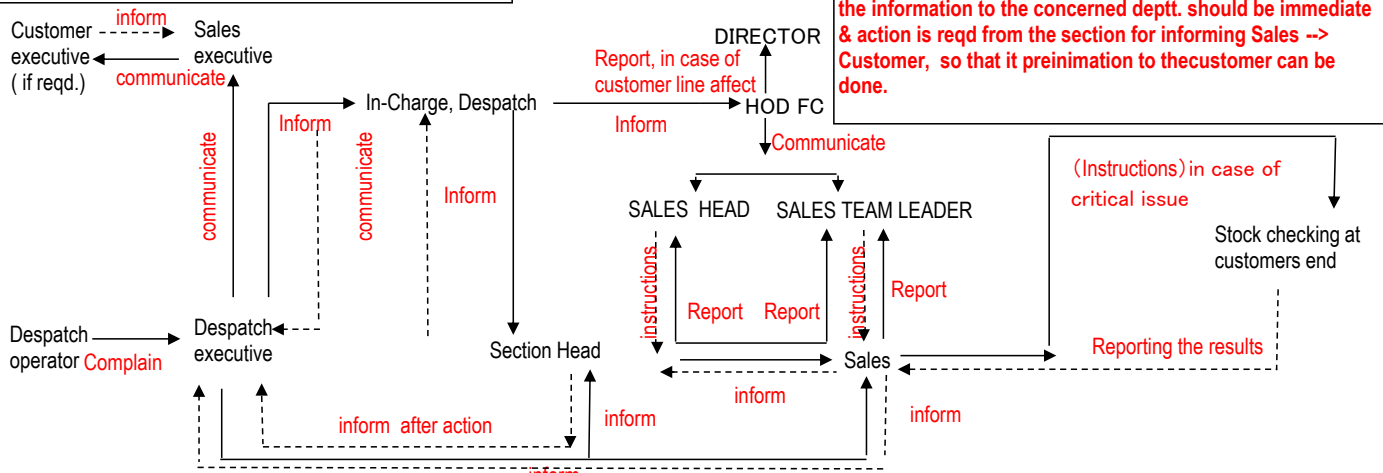
	Rule for Trouble shooting in despatch (External)			<b>ISD-FC-007(A)</b> 
	<b>RULE</b>	<b>Department</b> Area	<b>FC</b> Dispatch	<b>DATE: 25.02.2020</b> Issue: 01    Revision: 00

### etecting abnormality during Despatch/Transit



**In case of delay or issue during dispatch/intransit of the parts the information to the concerned deptt. should be immediate & action is reqd from the section for informing Sales --> Customer, so that it preinitiation to the customer can be done.**

**(Instructions) in case of critical issue**

Stock checking at customers end

Reporting the results

Incharge	Contents
Despatch operator ①	During the occurrence of any abnormality the Dispatch/Transit Operator/Line Leader will report to the Despatch Shift incharge within 10 Min
Despatch Shift incharge ②	Information to the Section Incharge/Sales Team Leader for action in case of dispatch delay/transit delay within half an hour  (Details will be maintained as records by Dispatch for transit delay (on vehicle tracking sheet). & (for vehicle control/initial information sharing with Sales Person/MAP-ID person at customer end, verbal communication to be done. In case of delay more than 1 Hour, mail communication to be done and retained as records.)
Section Incharge ③	The result of the action taken will be reported to the section head & AGM. If problem still persists, the information to be raised to HOD FC & HOD Sales within 1 hour through mobile SMS
Section Head ④	The causes of the abnormality will be checked & appropriate action will be taken to ensure smooth supply.
OTHER ACTIONS	1. Long term actions to be plan to avoid such issue in future. To implement immediate action in each relevant section. 2. N+1 Days dispatch material availability cutoff time will be 6pm

	01	00	New Document	2/25/2020
	Issue	Revision	Reason for change	Date

	PREPARED BY	CHECKED BY	APPROVED BY	RELEASED BY
	