**TEKNOWLEDGE SHARED SERVICES-SRI LANKA**

**OPR COMMUNICATION WITH WAREHOUSE STAFF & COMMUNICATION LOG**

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| SUBJECT | OPR COMMUNICATION WITH WAREHOUSE STAFF & COMMUNICATION LOG |
| DEPARTMENT | PAYROLL/PRODUCTION & LABOR PLANNING |
| RECORDER | NILUSHIKA DAMAYANTHI |
| APPROVED BY | BUDDIKA MADURANGANA |
| CREATED DATE | 03/14/2017 |
| LAST UPDATED |  |
| PATH ON NETWORK FOLDER |  |
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**Objective**

WH Staff to be notified regarding the schedule changes via text message, Viber, what’s up and get their confirmation. This communication is an essential to maintain the production process without interruption.

**Requirement to contact people**

1. Un planned shipment acclimation
2. Production to be delayed/held back due to weather or unavoidable reason
3. Absenteeism
4. Production targets were not met and need to get additional labor in

**Communication Procedure to be followed,**

1. People to be informed not later than 9.00PM US time
2. Clearly and shortly mention the
3. Requirement
4. Time to come in & hours to be worked
5. Task to be done
6. Record the communication and reply of employee
7. If the person do not agree with the change, inform HOD and look for alternative.

**Communication Log**

Following report to be filled and send to WHMGT on every Friday.

