[Organization logo]

[Organization name]

PROCEDURE FOR TRANSPORTATION SERVICES

Code:	
Version:	0.1
Created by:	
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Date of version:	
Signature:	

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Commented [9A1]: All fields in this document marked by square brackets [ ] must be filled in.

Commented [9A2]: If you want to find out more about production and service provision and operational controls, see these articles:

- Managing production and service provision using ISO 9001 https://advisera.com/9001academy/blog/2017/11/21/managing-production-and-service-provision-using-iso-9001/
- ISO 9001:2015 clause 8.5 Product realization – Practical examples for compliance https://advisera.com/9001academy/blog/2015/11/03/iso-90012015-clause-8-5-product-realization-practical-examples-for-compliance/
- How does ISO 9001 property clause 8.5.3 reflect on software https://advisera.com/9001academy/blog/2018/03/23/how-does-iso-9001-property-clause-8-5-3-reflect-on-software/
- ISO 9001 requirements for the release of the product or service https://advisera.com/9001academy/blog/2017/03/28/iso-9001-requirements-for-the-release-of-the-product-or-service/
- Defining and implementing operational control in ISO 14001:2015 https://advisera.com/14001academy/blog/2016/04/11/defining-and-implementing-operational-control-in-iso-140012015/

Commented [9A3]: To handle documents in an ISO-compliant Document Management System, use Conformio: http://advisera.com/conformio

Commented [9A4]: You can attend these free on-line training courses to learn more about ISO 9001:2015 & ISO 14001:2015 implementation:

- ISO 9001:2015 Foundations Course https://training.advisera.com/course/iso-90012015-foundations-course/
- ISO 14001:2015 Foundations Course https://training.advisera.com/course/iso-14001-foundations-course/

Commented [9A5]: Adapt to the existing practice in organization.

Commented [9A6]: This is only necessary if document is in paper form; otherwise, this table should be deleted.

Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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1. Purpose, scope and users

The purpose of this procedure is to describe the process of delivering transportation services according to demanded quantity and deadlines, in line with the request for service quality, according to customer request. It also describes the environmental and OH&S operational controls (set of applied technical solutions and/or procedures, working instructions, and working criteria) needed for control of an activity, product, or service that generates significant environmental aspects and hazards

The procedure is applied in realization of the transport process.

Users of this document are persons responsible for the process of transportation in [organization name].

2. Reference documents

- ISO 9001:2015 standard, clauses 8.5; 8.6
- ISO 14001:2015 standard, clause 8.1
- ISO 45001:2018 standard, clause 8.1
- Procedure for Document and Record Control
- Procedure for Competence, Training and Awareness
- Procedure for Purchasing and Evaluation of Suppliers
- Procedure for Design and Development
- Warehousing Procedure
- Procedure for Management of Nonconformities and Corrective Actions
- Procedure for Equipment Maintenance and Measuring Equipment
- [Work instruction manuals]

Commented [9A7]: List the names of instruction manuals used in this process.

3. Transportation service process flow

In accordance with the client, [job title] is defining type, volume, weight, and destination of goods [illegible]

Commented [9A8]: Adapt to organization practice.

3.1. Loading of goods

According to the [Transport order], the [job title] decides how many vehicles and which drivers will execute the [Transport order] and the date of loading of goods.

Commented [9A9]: E.g. Logistic Manager

[illegible]

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After loading the goods, the [job title] inspects quantity and other parameters defined in the [illegible]

Commented [9A10]: E.g. Logistic Manager

Commented [9A11]: E.g. Logistic Manager

3.2. Transporting

Drivers follow the Transport route defined by the customer and the Logistics Manager. The driver is responsible for the quantity and condition of goods during transport.

[illegible]

Commented [9A12]: Adapt to organization practice.

3.3. Arrival at destination

Upon arrival at the destination, the driver delivers Shipment documents to the warehouse operator and supervises the unloading.

[illegible]

In cases when there is a difference between quantity of goods in the [Delivery Note] and unloaded goods, the warehouse manager makes their record of descent, which must be confirmed by the driver by signature and delivered to the [Logistics Manager].

[illegible]

3.4. Returning to the organization

The driver, on the way back, contacts the [Logistics Manager], who can send him to another loading destination or send him back to the organization. Upon arrival, the driver delivers the [Delivery note] to the [Logistics Manager] and drives the vehicle to its parking place.

3.5. Identification and traceability

[illegible]

Commented [9A13]: E.g. serial number, Working order ID, bar code, software ID, expiring date, production date, labeling, accounting documentation, etc.

3.6. Customer property

Commented [9A14]: This can be deleted if organization doesn't use Customer Property. See Integrated Management System Manual.

[Job title] is responsible for identification, verification, and protection of customer or sub-contractor [illegible] Notification to Customer about Changes on His Property.

3.7. Resolving non-conformities

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If a non-conformity of process occurs, the person who discovered the non-conformity notifies [job title], who acts according to the Procedure for Managing Nonconformities and Corrective Actions.

[illegible] Corrective Actions, but can't change initial requirements of the client for service provision.

Commented [9A15]: E.g. Shift Leader

3.8. Environmental operational controls

[illegible]

- Guideline for Waste Management

Commented [9A16]: Adapt to organization's needs.

3.9. OH&S Operational controls

[Job title], according to the Procedure for Hazards Identification and Addressing OH&S Risks and [illegible] Policy and OH&S Objectives.

Commented [9A17]: SOPs can be found as appendices to this procedure.

4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Notification to a Customer about Changes on his Property	PR.13.3.4	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location].	[job title]
Record of Traceability	PR.13.3.5	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location].	[job title]

Commented [9A19]: Adapt the information in this column to the normal practice in your company.

Commented [9A18]: Adapt the information in this column to the normal practice in your company.

Commented [9A21]: If the record is in electronic form, write the name of the folder on Production Manager's computer.

Commented [9A20]: This document is unnecessary if organization doesn't store and work with customer property.

Commented [9A22]: If the record is in electronic form, write the name of the folder on Production Manager's computer.

5. Appendices

- Appendix 4 – Notification to a Customer about Changes on his Property
- Appendix 5 – Record of Traceability

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