[Organization logo]

[Organization name]

PROCEDURE FOR TRANSPORTATION SERVICES

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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.

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
- 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 [9A5]:** 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 and maintaining vehicles. Upon the agreement, [job title] issues the [Transport order] and the transportation process begins.

> **Commented [9A6]:** 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 [9A7]:** E.g. Logistic Manager

Vehicles arrive at the place of loading at a predefined time and drivers wait until loading is performed.

After loading the goods, the [job title] inspects quantity and other parameters defined in the Transport order and Delivery Note. If everything is correct, the [job title] approves shipment; otherwise, he contacts the customer to resolve ambiguities.

> **Commented [9A8]:** E.g. Logistic Manager

> **Commented [9A9]:** 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.

In the case of vehicle breakdown, the driver must act according to the [Procedure for Maintaining Vehicles] and contact the [Maintenance department].

Commented [9A10]: 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.

The driver and warehouse operator inspect unloaded goods and, if everything is in order, the warehouse manager signs the [Delivery Note] and takes one copy, the other copy stays with the driver.

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 deceit, which must be confirmed by the driver by signature and delivered to the [Logistics Manager].

[The Logistics Manager] then acts according to the Procedure for Managing Nonconformities and Corrective Actions.

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

[Job title] must identify the product through the entire transport process and define methods of identification and enter them in the Record of Traceability.

Commented [9A11]: E.g. serial number, Working order ID, bar code, software ID, expiring date, production date, labeling, accounting documentation, etc.

3.6. Customer property

[Job title] is responsible for identification, verification, and protection of customer or sub-contractor property that is given for use during the service processes. If customer or external provider property is lost, damaged, or in some other way unfit for use, [job title] notifies the property owner using Notification to Customer About Changes on the Property.

Commented [9A12]: This can be deleted if organization doesn't use Customer Property. See Quality Manual.

3.7. Resolving non-conformities

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.

If the non-conformity can be resolved, the process is resumed; otherwise, [job title] stops the transportation process and acts according to the Procedure for Managing Nonconformities and Corrective Actions, but can't change initial requirements of the client for service processes.

Commented [9A13]: E.g. Shift Leader

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.10.4	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location].	[job title]
Record of Traceability	PR.10.5	2 years	[office of Production Manager]	Records are stored in file cabinet [describe name/location].	[job title]

> **Commented [9A15]:** Adapt the information in this column to the normal practice in your company.
>
> **Commented [9A14]:** Adapt the information in this column to the normal practice in your company.
>
> **Commented [9A17]:** If the record is in electronic form, write the name of the folder on Production Manager's computer.
>
> **Commented [9A16]:** This document is unnecessary if organization doesn't store and work with customer property.
>
> **Commented [9A18]:** 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