

Picture Process Maps (PPM)
Straight Truck Loading at Retail
Operations Center (AZ/MD)

PURPOSE

These Picture Process Map (PPM) for straight truck loading and unloading at the Retail Operations Center (ROC) are created to improve efficiency and accuracy in the loading process. It aims to make logistics smoother, reduce loading and unloading times, and contribute to a more cost-effective and sustainable supply chain.

GLOSSARY

Dispatcher- leader assigned to coordinate the movement of Gaylords, products, vehicles, and drivers to ensure efficient logistical operations.

Dispatch ticket- the document that contains the quantity of empty Gaylords that will be loaded, raw materials, furniture, and new goods that will be transported to the retail store.

Empties- the empty Gaylords that will be loaded in the straight truck.

Product Gaylord- refers to a Gaylord that contains products from the ROC that will be transported to the retail stores.

Supplies Gaylord- these refer to a Gaylord that contains supplies needed in a store, such as paper towels, cleaning supplies, etc.

Lollipop Man- the person assigned to be in charge of the warehouse.

GOODWILL

Unloading Procedures

Straight Truck Loading

1. Forklift operator arrives at docks 1-12.



2. The operator will unload in the order that the straight truck arrives at the dock.



Required Tools and Equipment

- Closed-toe shoes
- Forklift
- Gloves
- Safety glasses
- Safety vest



Unloading Procedures (Continued)

Straight Truck Loading

3. The driver will begin unloading the truck when it is their turn.



4. The driver will pull Gaylords out of the truck. The Gaylord tags must face them when staging the stack for the forklift operator to grab.



Unloading Procedures (Continued)

Straight Truck Loading

5. The forklift operator will grab Gaylord stacks and place them in the staging area.
6. The driver and forklift operator will repeat steps 1-5 until the truck is completely unloaded.
7. Once the truck is empty, the forklift operator will receive the load ticket for the empty truck, from the Lollipop Man. This load ticket had already been given to the Lollipop Man prior to the truck's arrival at the dock.
8. Lastly, the driver will clean the truck before the loading process begins.



Loading Procedures

Straight Truck Loading

1. The Lollipop Man will hand over the load ticket from dispatch to the forklift operator.
2. The forklift operator will begin taking products or Gaylords for the truck in the order the ticket was written.
3. When grabbing the products or Gaylords, the forklift operator will place them in front of the truck. The truck driver will grab the Gaylords with the tags facing them so they know what they're dropping at the next stop.



