

Operations Department (OD) — Complete SOP Set

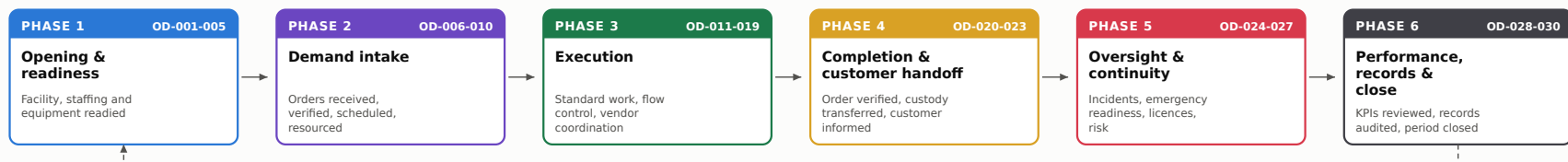
Archetype: TRUCK_TRANSPORT · Truck Transport

Tier: Free (entire Operations department) · Modules: 30 · Standard: locked 13-section

Contents

PHASE	MODULES
1 · Opening & readiness	OD-001 ... OD-005
2 · Demand intake	OD-006 ... OD-010
3 · Execution	OD-011 ... OD-019
4 · Completion & customer handoff	OD-020 ... OD-023
5 · Oversight & continuity	OD-024 ... OD-027
6 · Performance, records & close	OD-028 ... OD-030

FIGURE 1 — OPERATIONS WORKFLOW



Six phases · 30 modules · one continuous operating cycle, closing back into Phase 1 the next operating day.

Modules

- OD-001 — Daily Operations Opening Procedure
- OD-002 — Shift Handover & Briefing
- OD-003 — Staffing & Coverage Verification
- OD-004 — Work Area Readiness & Housekeeping Inspection
- OD-005 — Operational Equipment Availability Check
- OD-006 — Customer Order / Work Request Intake
- OD-007 — Order Verification & Acceptance Review
- OD-008 — Job Scheduling & Sequencing
- OD-009 — Resource & Capacity Allocation
- OD-010 — Incoming Material / Supply Verification
- OD-011 — Standard Work Execution & Process Adherence
- OD-012 — Work-in-Progress Tracking & Status Update
- OD-013 — Operational Handoff Between Work Stages
- OD-014 — Output Monitoring & Throughput Review
- OD-015 — Bottleneck Identification & Response
- OD-016 — Rework & Nonconforming Work Handling
- OD-017 — Schedule Deviation & Change Management
- OD-018 — Subcontractor & Vendor Coordination
- OD-019 — Interdepartmental Coordination Review
- OD-020 — Job / Order Completion Verification
- OD-021 — Delivery / Service Turnover
- OD-022 — Customer Communication & Status Notification
- OD-023 — Customer Feedback & Complaint Intake
- OD-024 — Operational Incident Reporting & Response
- OD-025 — Emergency & Business Continuity Readiness Check
- OD-026 — Regulatory, License & Permit Currency Verification
- OD-027 — Operational Risk Review
- OD-028 — Operational KPI Review
- OD-029 — Operational Records Retention & Documentation Audit
- OD-030 — End-of-Shift / End-of-Day Operations Closeout

Phase 1 — Opening & readiness

OD-001 — Daily Operations Opening Procedure

Estimated completion time: 30-45 minutes per shift start

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes the standard opening sequence for a truck transport terminal or yard at shift start, so that dispatch, drivers, and yard operations are confirmed ready and signed on before any tractor leaves the gate or freight moves. It ensures a controlled, documented start to the operating day.

2. Scope

Covers the shift start-up sequence, readiness roll-call, and sign-on for dispatch and yard operations at a single terminal. Excludes work-area housekeeping (see OD-004), equipment/tractor-trailer availability status (see OD-005), and safety-specific readiness such as pre-trip DVIR and PPE checks (see SD-001).

3. Responsibilities

- Terminal / Operations Supervisor — leads the opening sequence, confirms staffing, authorizes shift go-live, signs verification.
- Dispatcher — confirms load board, driver assignments, ELD/telematics connectivity, and route readiness for the day.
- Yard / Shift Lead — confirms gate, guardshack, and yard staffing sign-on and reports readiness up to the Supervisor.

4. Required PPE & Lockout/Tagout

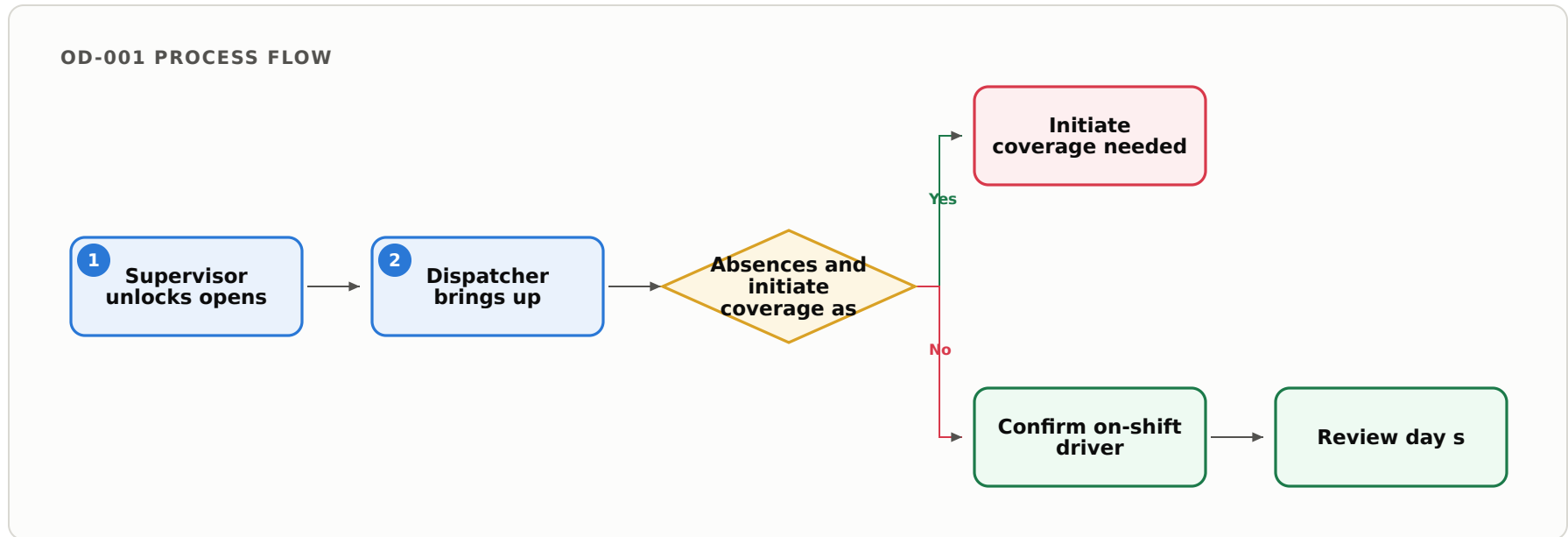
- Standard facility PPE (hi-visibility vest, safety footwear) when moving through the yard during opening walk; office-only sign-on tasks require none.
- Not applicable — this procedure involves no hazardous energy or equipment de-energization. Physical equipment readiness is handled under OD-005 / SD-001.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service / ELD records) — driver sign-on and clock readiness.
- 49 CFR Part 390 (FMCSA General — carrier operations and records).

- 29 CFR 1910.132 (OSHA general PPE) — where yard walk applies.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

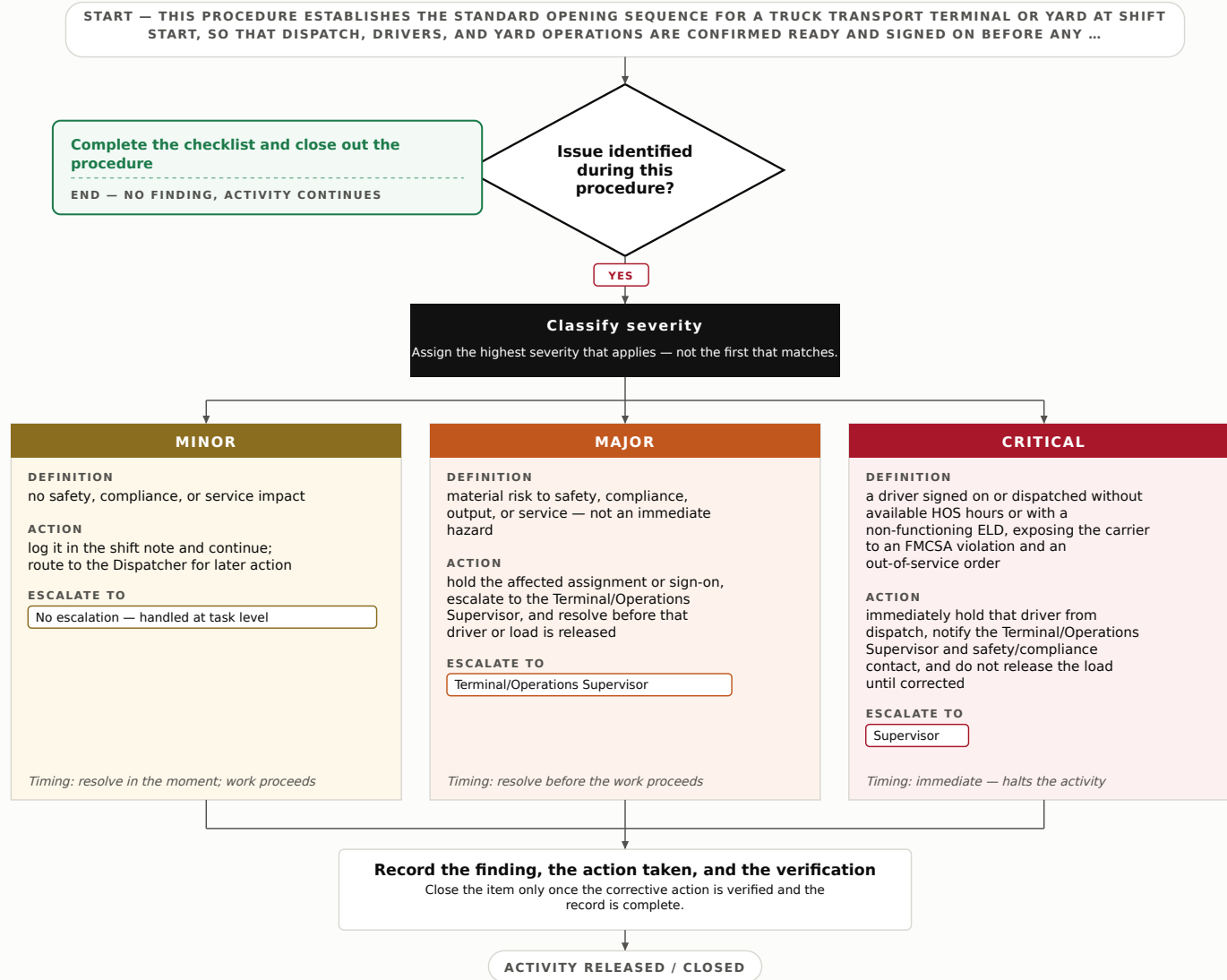


7. Step-by-Step Procedure

1. Supervisor unlocks and opens the terminal, confirms lighting, phones, and gate access controls are functional, and notes the shift start time.
2. Dispatcher brings up the transportation management system (TMS), load board, and ELD/telematics portal; confirms all systems are online and synced.
3. Conduct staffing roll-call: confirm scheduled dispatchers, yard staff, and drivers are present; note absences and initiate coverage as needed.
4. Confirm each on-shift driver has logged on to their ELD and is on-duty status with available hours per 49 CFR Part 395 (do not author DVIR — see SD-001).
5. Review the day's load board and route assignments; confirm each assigned load has a matched driver and destination and flag unassigned or exception loads.
6. Yard/Shift Lead reports gate and yard staffing readiness to the Supervisor; confirm hand-offs from the prior shift are captured.
7. Supervisor reviews readiness inputs, resolves or escalates any open items, and authorizes shift go-live.
8. Record the opening completion in the daily shift log with time, personnel signed on, and any exceptions carried forward.

8. Decision Tree

Decision Tree — Daily Operations Opening Procedure



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All core systems (TMS, load board, ELD/telematics) confirmed online before roll-call.
- Every on-shift driver confirmed logged on with valid available hours.
- Every assigned load matched to a driver and route before go-live.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Terminal opened; lighting, phones, gate access functional		
TMS / load board online and synced		
ELD / telematics portal online		
Staffing roll-call complete; absences covered		
All on-shift drivers logged on with available HOS		
All assigned loads matched to driver & route		
Shift log entry completed with sign-on time		

11. KPIs

- Opening sequence completed before scheduled shift start: $\geq 98\%$ of shifts.
- Drivers signed on with valid HOS before dispatch: 100%.
- Loads with confirmed driver/route match at go-live: $\geq 99\%$.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-002 — Shift Handover & Briefing

Estimated completion time: 15-30 minutes per handover

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure a structured, documented transfer of operational status, open loads, driver availability, and priority actions from the outgoing dispatch/operations shift to the incoming shift so that no in-transit freight, customer commitment, or open issue is dropped at the shift boundary.

2. Scope

Covers the outgoing→incoming handover of operational status, open issues, and shift priorities within the Operations Department dispatch office. Excludes the safety pre-shift briefing, which is covered under SD-003, and maintenance-crew handover, which is covered under MD-001.

3. Responsibilities

- Outgoing Dispatch Supervisor — compiles current load board status, flags open issues, and delivers the verbal and written briefing.
- Incoming Dispatch Supervisor — reviews the handover log, confirms understanding of priorities, and acknowledges acceptance in writing.
- Operations Manager — arbitrates disputed or unresolved items and authorizes closure of Critical handover findings.

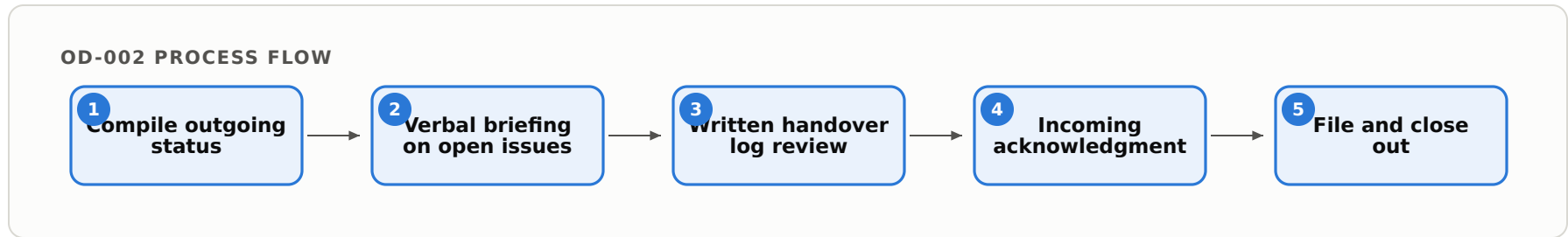
4. Required PPE & Lockout/Tagout

- Standard facility PPE (dispatch office environment; hi-vis vest if entering the yard/staging apron).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR 395 (FMCSA Hours of Service — driver availability/duty status carried across shift).
- 49 CFR 390.31 (retention of records generated in operations).
- 49 CFR 386 / carrier operating authority recordkeeping (internal dispatch logs).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

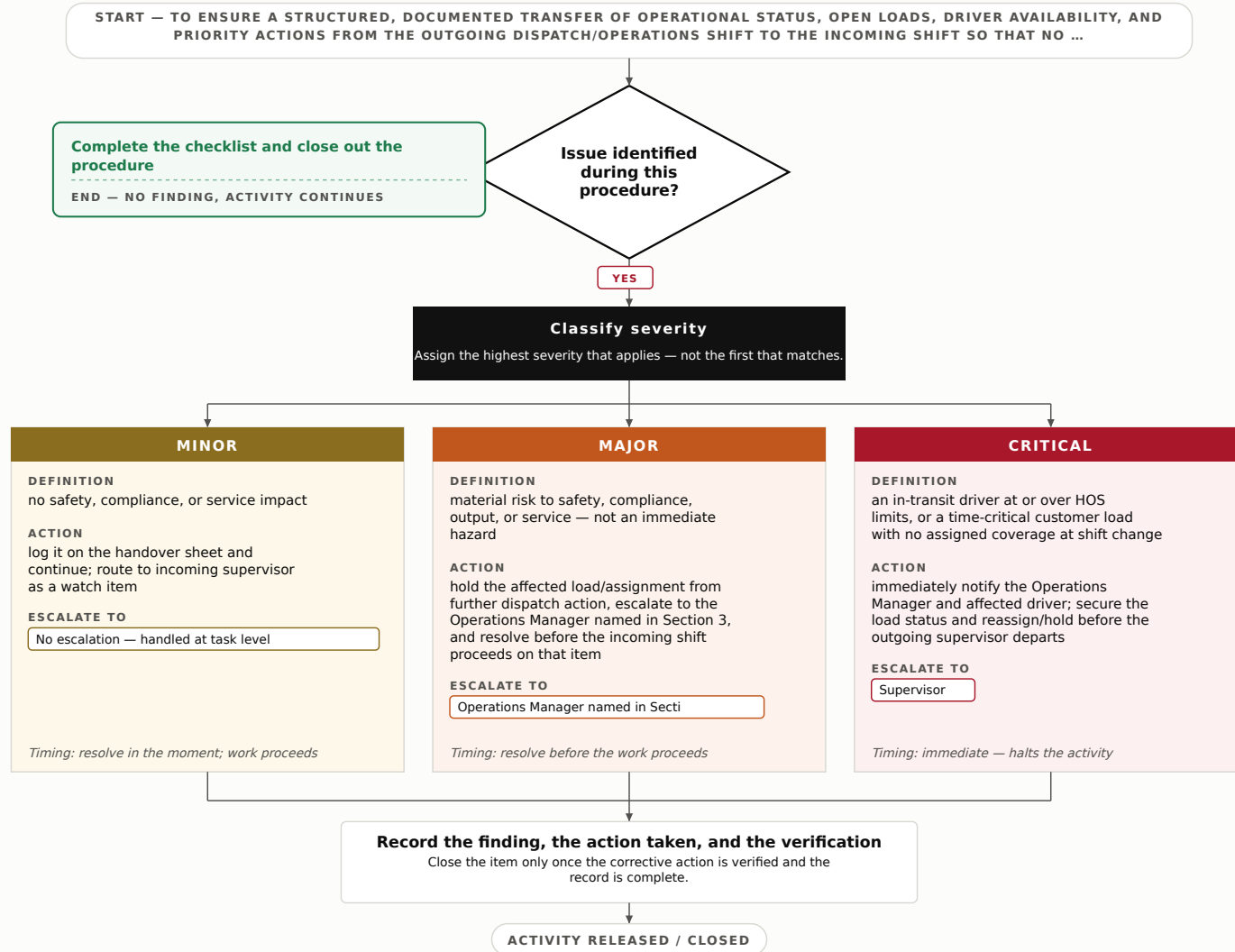


7. Step-by-Step Procedure

1. Outgoing supervisor pulls the current load board: freight in transit, staged loads, appointments, and ETAs.
2. Compile the open-issues list — delayed loads, driver HOS constraints/remaining hours, customer callbacks pending, detention situations.
3. Note equipment/driver availability limits carried from MD-001 or SD-003 without duplicating those briefings.
4. Deliver a verbal walkthrough to the incoming supervisor, ordered by priority and appointment deadline.
5. Incoming supervisor reviews the written handover log against the live load board and asks clarifying questions.
6. Resolve any discrepancy between verbal, written, and system data before acceptance.
7. Incoming supervisor signs/records acknowledgment; outgoing supervisor remains available for a defined overlap window.
8. File the completed handover log in the shift records system per 49 CFR 390.31 retention requirements.

8. Decision Tree

Decision Tree — Shift Handover & Briefing



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All in-transit and staged loads reconciled between load board and handover log.
- Every open issue has an owner and a next action recorded.
- Driver HOS/availability constraints acknowledged in writing by incoming shift.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Load board reconciled to handover log		
Open-issues list complete with owners		
Driver availability/HOS status carried forward		
Pending customer callbacks documented		
Priority appointments flagged by deadline		
Incoming supervisor acknowledgment recorded		
Handover log filed to shift records		

11. KPIs

- Handover log completion rate: 100% of shift changes.
- Dropped/unactioned open items post-handover: $\leq 1\%$ of items.
- Missed customer appointments attributable to handover gaps: 0.

12. Supervisor Verification

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-003 — Staffing & Coverage Verification

Estimated completion time: 20–40 minutes per operating period (dispatch shift)

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1. Purpose

This procedure confirms that every required operating role — CDL drivers, dispatchers, safety/compliance staff, and yard personnel — is present, currently qualified, and formally assigned before the operating period (dispatch shift) begins, so that no load moves without lawful, adequate coverage.

2. Scope

Covers pre-shift verification of role presence, current qualification status, and assignment coverage across the Operations dispatch and yard functions for a single operating period. Excludes the building of the schedule and shift assignment itself, which is covered under HR-015, and the underlying assessment of individual staff competency, which is covered under TR-020.

3. Responsibilities

- Operations Dispatch Supervisor — runs the verification, confirms role presence against the coverage matrix, and authorizes shift start.
- Safety & Compliance Coordinator — confirms current CDL, medical certificate, and hours-of-service eligibility status for each assigned driver.
- Yard Lead — confirms presence and assignment of yard/spotter personnel and reports gaps to the Dispatch Supervisor.

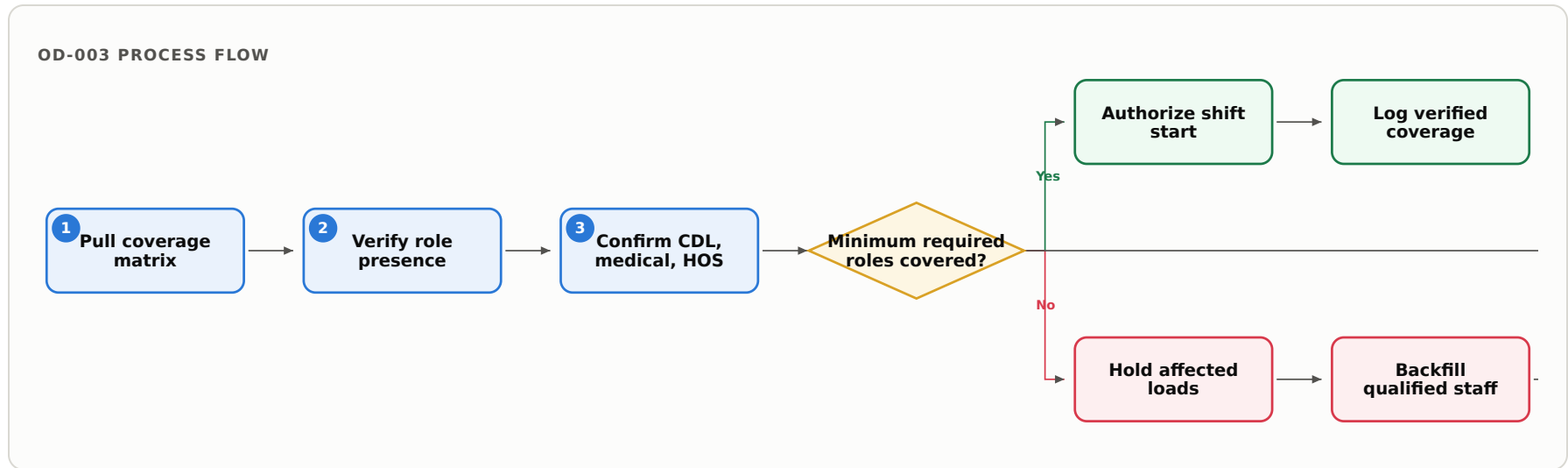
4. Required PPE & Lockout/Tagout

- Standard facility PPE (hi-vis vest, safety footwear) if verification includes a physical yard walk; office-based verification requires none.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 391 (FMCSA — Qualification of Drivers, including valid CDL and medical certification)
- 49 CFR Part 395 (FMCSA — Hours of Service; driver availability/eligibility for the operating period)
- 49 CFR Part 383 (FMCSA — Commercial Driver's License Standards)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

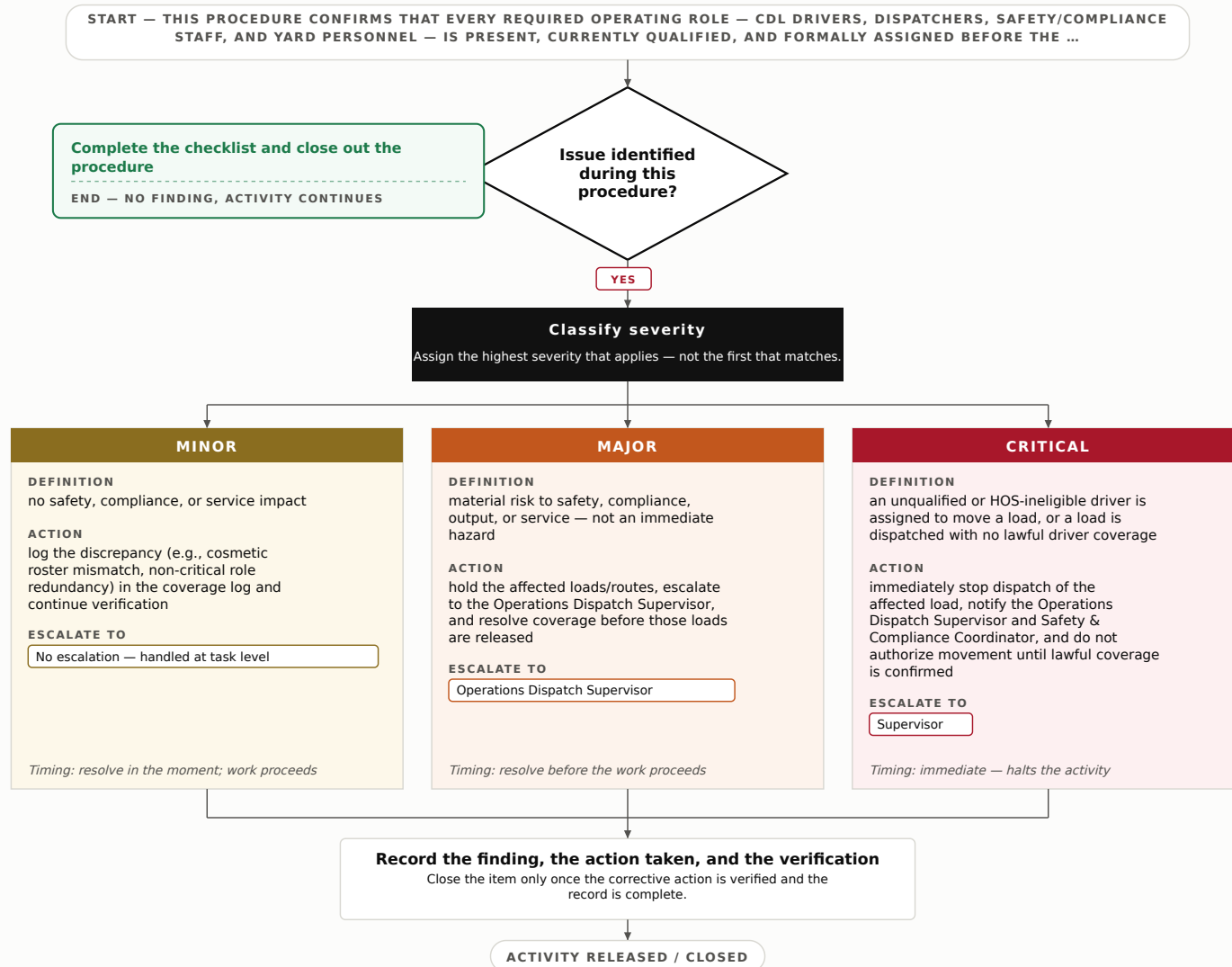


7. Step-by-Step Procedure

1. Retrieve the coverage matrix (roles required for the operating period as set under HR-015) and the driver/staff roster.
2. Confirm physical or logged presence of each required role: dispatcher(s), assigned CDL drivers, Safety & Compliance Coordinator, and yard/spotter personnel.
3. For each assigned driver, confirm current CDL (Part 383), valid medical examiner's certificate (Part 391), and hours-of-service availability for the period (Part 395) — verify status only; do not re-assess competency (see TR-020).
4. Confirm each present role is formally assigned to a specific function/route for the period, with no unassigned or double-booked personnel.
5. Identify any coverage gaps (absent role, expired qualification, HOS-ineligible driver) and note the affected loads/routes.
6. Reconcile gaps: reassign available qualified staff or coordinate backfill with the resource named in HR-015; hold affected loads until coverage is confirmed.
7. Confirm the final verified coverage meets the minimum required roles for the period.
8. Document the verified coverage, any gaps and resolutions, and the shift-start authorization in the daily coverage log.

8. Decision Tree

Decision Tree — Staffing & Coverage Verification



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All required roles for the period are confirmed present and formally assigned.
- Every assigned driver's CDL, medical certificate, and HOS eligibility are current and verified.
- All identified coverage gaps are reconciled and documented before shift start.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Coverage matrix for the period retrieved and current		
All required dispatch roles present and assigned		
All assigned drivers hold current CDL (Part 383)		
All assigned drivers have valid medical certificate (Part 391)		
All assigned drivers HOS-eligible for the period (Part 395)		
Yard/spotter personnel present and assigned		
All coverage gaps reconciled and logged		

11. KPIs

- Operating periods started with fully verified coverage: $\geq 99\%$
- Loads dispatched with unqualified/ineligible drivers: 0
- Coverage verification completed before scheduled shift start: 100%

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-004 — Work Area Readiness & Housekeeping Inspection

Estimated completion time: 20-40 minutes per shift start

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that the operations yard, driver staging lanes, fuel island, and dock apron are clear, organized, and safe for the day's dispatch and freight-handling activity, so drivers and yard personnel can pre-trip, stage, and depart without hazard or delay.

2. Scope

Covers pre-shift and shift-change housekeeping inspection of the operational yard, truck staging/parking lanes, driver walkways, fuel island apron, and dock apron under Operations control. Excludes warehouse housekeeping, which is covered under WH-023, and maintenance-shop housekeeping, which is covered under MD-025.

3. Responsibilities

- Yard Operations Supervisor — owns the inspection, classifies findings, and authorizes yard readiness for the shift.
- Yard Hostler / Spotter — walks the lanes, clears debris and stray equipment, and reports obstructions or spills.
- Dispatch Lead — holds dispatch of affected lanes until readiness is confirmed and coordinates rerouting around blocked staging.

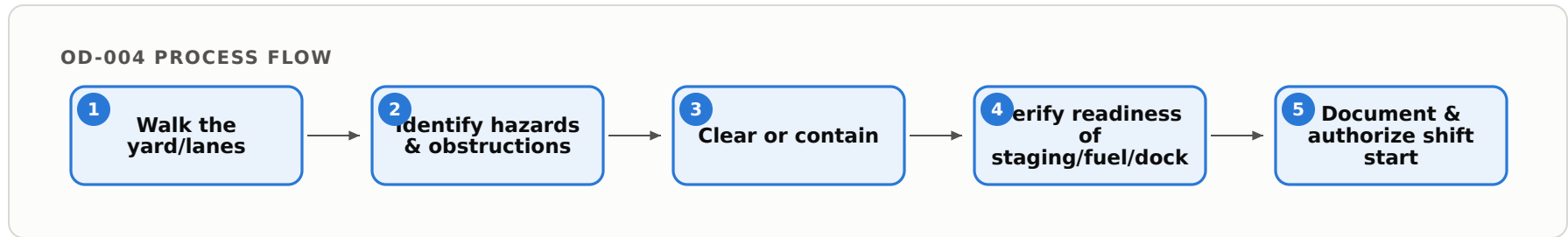
4. Required PPE & Lockout/Tagout

- High-visibility Class 2 vest, steel-toe footwear, and weather-appropriate gloves; hearing protection near running tractors on the apron.
- Not applicable — no hazardous energy sourced or serviced during this inspection. Any fuel-island or equipment energy isolation is deferred to the owning procedure (MD-025).

5. Regulatory References

- 29 CFR 1910.22 (Walking-Working Surfaces — housekeeping, clear aisles/passageways)
- 29 CFR 1910.176 (Handling materials — clearance and pile stability where staged)
- 49 CFR 397.7 (parking of hazmat-carrying vehicles, where applicable to staged loads)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

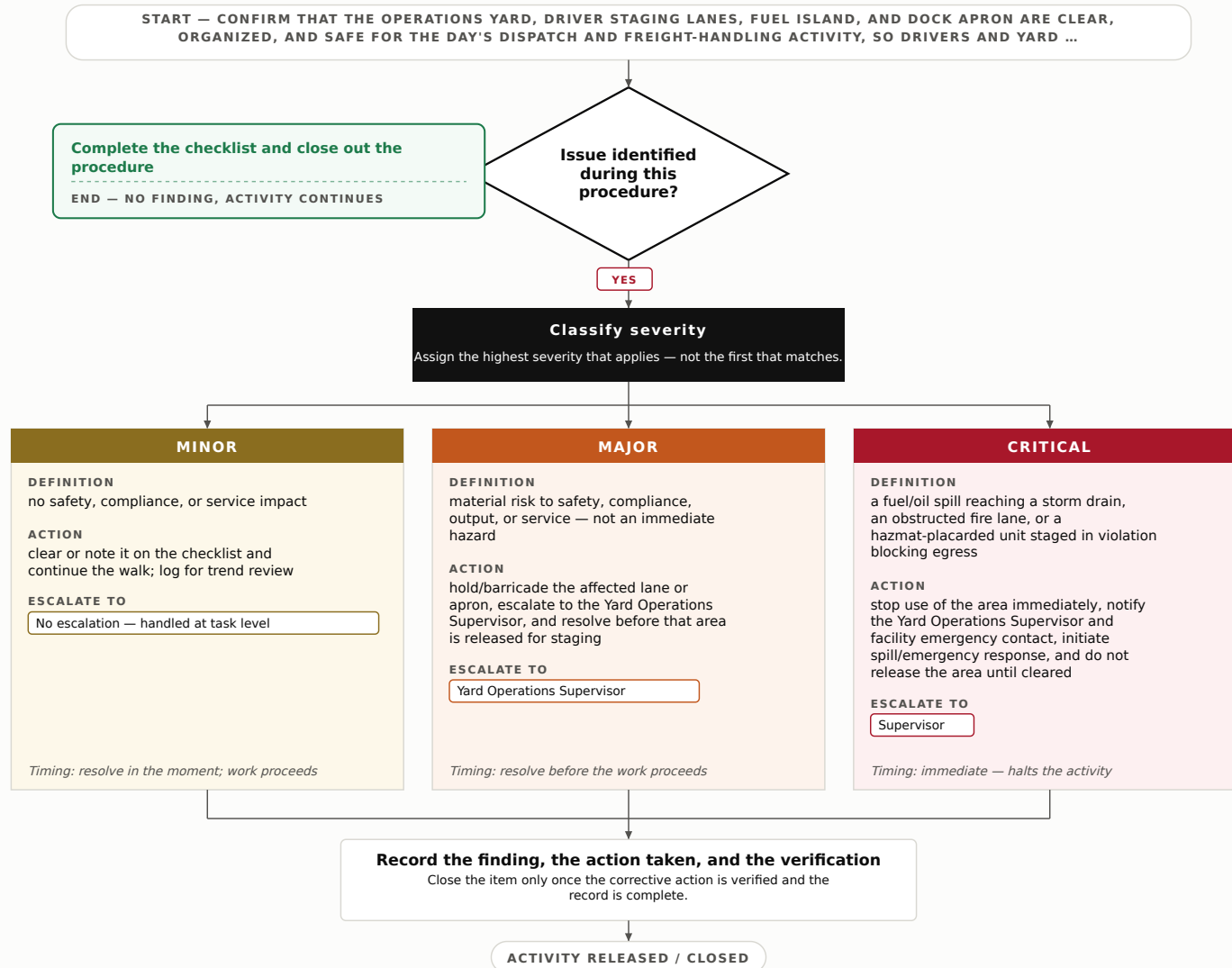
6. Process Flow



7. Step-by-Step Procedure

1. At shift start, don PPE and collect the yard readiness checklist and radio; note weather (ice, standing water, low light) affecting walkway condition.
2. Walk driver staging lanes and parking rows; confirm lanes are clear of pallets, strapping, tire scrap, and stray dollies, and that fire lanes and emergency egress remain unobstructed.
3. Inspect driver walkways and the dock apron for trip hazards, spilled fluids, ice, or debris; verify lighting and signage are functional and visible.
4. Check the fuel island apron for spills, saturated absorbent, and adequate stock of containment/absorbent supplies; confirm the spill kit is stocked and accessible.
5. Verify staged trailers and equipment are positioned within lane markings, wheels chocked where required, and hazmat-placarded units parked per 49 CFR 397.7.
6. Clear minor debris and stage/contain spills within Operations scope; barricade any hazard that cannot be immediately corrected.
7. Confirm affected lanes with Dispatch Lead before releasing them for staging and departure.
8. Record findings, corrective actions, and readiness status on the checklist; log open items and hand off any warehouse or shop items to WH-023 / MD-025.

8. Decision Tree

Decision Tree — Work Area Readiness & Housekeeping Inspection**READING THIS TREE****■ No finding**

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All staging lanes and driver walkways confirmed clear and passable before first dispatch.
- Fire lanes and emergency egress verified unobstructed.
- Fuel island apron and spill kit confirmed clean and fully stocked.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Staging/parking lanes clear of debris and stray equipment		
Driver walkways free of trip hazards, ice, and spills		
Fire lanes and emergency egress unobstructed		
Fuel island apron clean; spill kit stocked and accessible		
Staged units within markings, chocked, hazmat parked per 397.7		
Yard lighting and signage functional and visible		
Open items logged and handed off (WH-023 / MD-025 as needed)		

11. KPIs

- Pre-shift inspection completed before first dispatch — 100% of shifts.
- Unresolved Critical housekeeping findings at shift start — 0.
- Repeat Minor findings on same lane within 7 days — ≤ 2 .

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-005 — Operational Equipment Availability Check

Estimated completion time: 20–40 minutes per shift/dispatch window

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that the tractors, trailers, and support tools scheduled for the dispatch period are physically present at the yard, fueled and functional, and cleared for dispatch — so that Operations can assign loads without last-minute equipment shortfalls. This protects on-time departure and prevents committing a load to equipment that is not release-ready.

2. Scope

Covers the pre-dispatch verification that required units (tractors, trailers, dollies) and period tools (ELDs, load straps/chains, chock kits, fuel/DEF supply) are on-site, operable, and released for the assigned run. Excludes equipment condition/inspection (see ED-003), preventive-maintenance status (see PM-024), and materials-handling equipment pre-use checks (see WH-004).

3. Responsibilities

- Dispatch Coordinator (OD) — reconciles the run board against available units and confirms each assigned unit is present and released before load assignment.
- Yard/Fleet Operations Lead — physically confirms equipment presence and functional readiness, and applies or clears release status in the fleet system.
- Operations Supervisor — resolves availability conflicts, authorizes substitutions, and verifies procedure close-out.

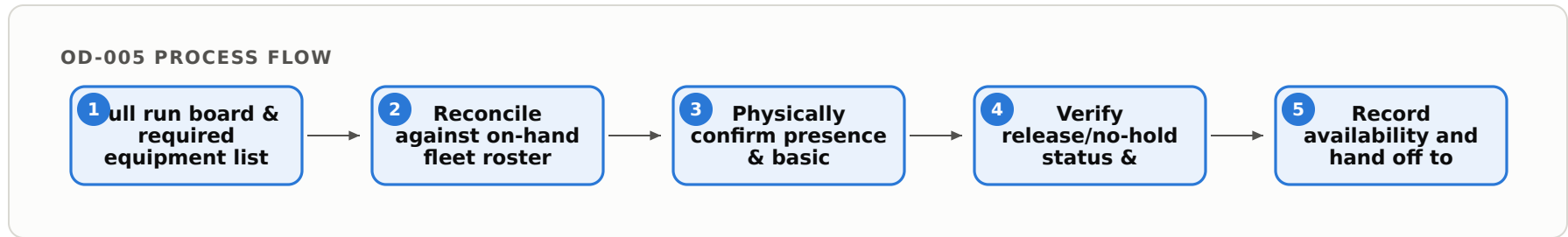
4. Required PPE & Lockout/Tagout

- High-visibility vest and steel-toe footwear for any yard walk-through; standard facility PPE otherwise.
- Not applicable — this is an availability/readiness check, not a maintenance task; no hazardous energy is isolated (any de-energization is governed by ED-003/PM-024).

5. Regulatory References

- 49 CFR 396 (Inspection, Repair, and Maintenance — out-of-service defect reference for release status)
- 49 CFR 395 (Hours of Service / ELD availability for the assigned unit)
- 49 CFR 393 (required equipment on commercial motor vehicles — e.g., securement devices present)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

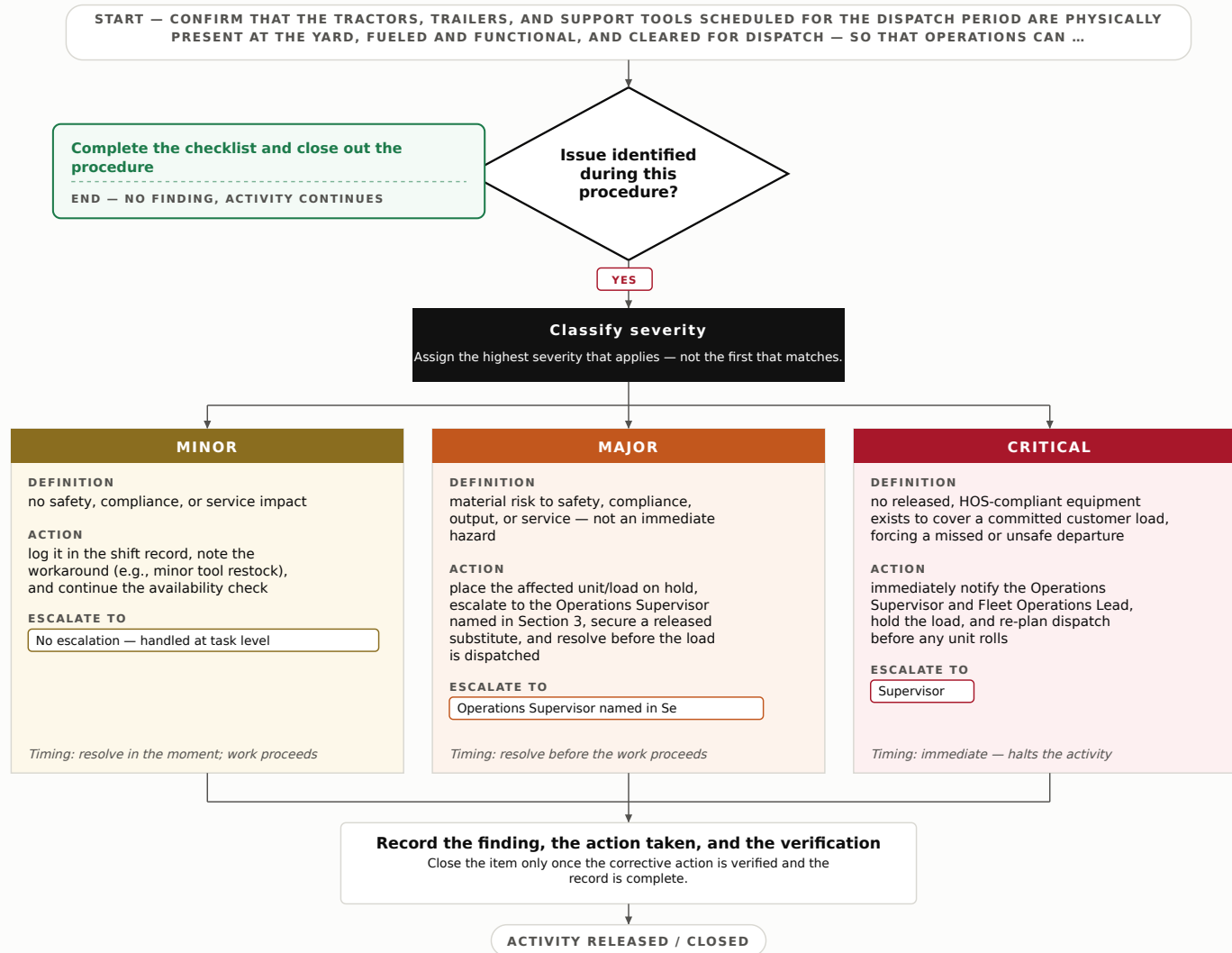
6. Process Flow



7. Step-by-Step Procedure

1. Pull the dispatch run board and derive the required equipment list (tractor class, trailer type, and period tools) for each scheduled load.
2. Reconcile the required list against the fleet availability roster; flag any unit shown as assigned elsewhere, in-shop, or unaccounted for.
3. Perform a yard walk-through (or camera/gate log review) to confirm each required unit is physically present on-site.
4. Confirm basic functional readiness: engine starts, ELD is powered and logged in, and required securement kit (straps/chains, chocks) is stowed with the unit — without duplicating condition inspection (ED-003).
5. Verify each unit carries no active hold, out-of-service tag, or PM block (release status per ED-003/PM-024) and confirm fuel/DEF levels are sufficient for the assigned run.
6. For any shortfall, identify a released substitute unit or escalate per Section 8 before the load is committed.
7. Mark each assigned unit "available/released" in the fleet system and hand the confirmed board to Dispatch.
8. Record the availability check outcome, substitutions, and any open items in the shift log.

8. Decision Tree

Decision Tree — Operational Equipment Availability Check**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every required unit on the run board is reconciled to a physically present, released unit.
- ELD powered/logged and securement devices present for each assigned unit.
- Fuel/DEF and consumables confirmed sufficient for each assigned run.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Required equipment list derived from current run board		
All assigned tractors/trailers physically present in yard		
ELD powered and driver-ready on each assigned unit		
Securement kit (straps/chains, chocks) stowed with unit		
Fuel/DEF levels sufficient for assigned runs		
No active hold/out-of-service tag on assigned units (per ED-003/PM-024)		
Availability/release status recorded and handed to Dispatch		

11. KPIs

- Equipment availability confirmed before dispatch cut-off: $\geq 98\%$ of loads
- Loads delayed due to unverified/unavailable equipment: $\leq 1\%$ per period
- Availability check completed within window: 100% of scheduled dispatch periods

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

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1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

Phase 2 — Demand intake

OD-006 — Customer Order / Work Request Intake

Estimated completion time: 10-25 minutes per order/request

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure standardizes how incoming freight orders, load tenders, and service requests are received and logged into the dispatch/TMS system so every haul enters the Operations pipeline with complete, verified shipment data before any equipment or driver is committed.

2. Scope

Covers receipt, verification of core order fields, and logging of all customer freight orders and work requests arriving by phone, email, EDI 204 tender, load board, or broker portal. Excludes acceptance/capability review (equipment availability, lane feasibility, rate confirmation), which is covered under OD-007.

3. Responsibilities

- Dispatch/Intake Clerk — receives the order, captures all required fields, and creates the load record in the TMS.
- Operations Coordinator — validates shipment data completeness, hazmat/oversize flags, and customer credit/authority status before release to acceptance review.
- Operations Supervisor — resolves escalated data discrepancies and authorizes exceptions.

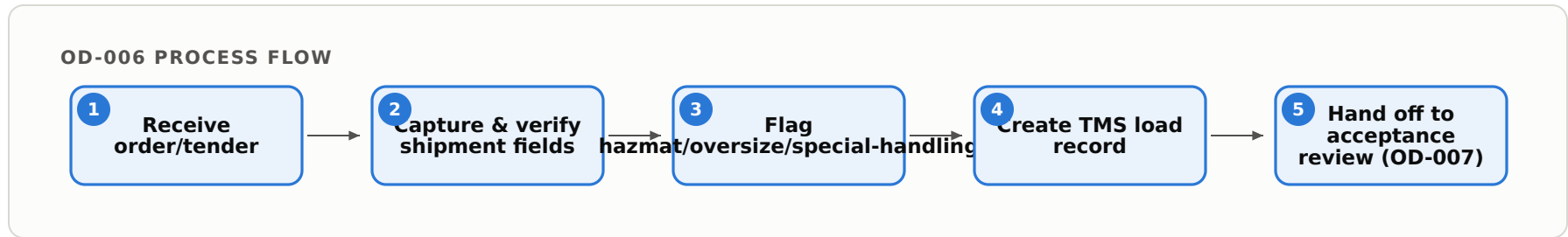
4. Required PPE & Lockout/Tagout

- Standard office/dispatch PPE only; no field PPE required for intake at the workstation.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 375 (transportation of household goods / order-for-service records) where applicable; 49 CFR Part 373 (receipts and bills of lading); 49 CFR Part 172 Subpart C (hazmat shipping paper/description requirements) for any hazardous-material tender; FMCSA operating authority (MC/USDOT) verification.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

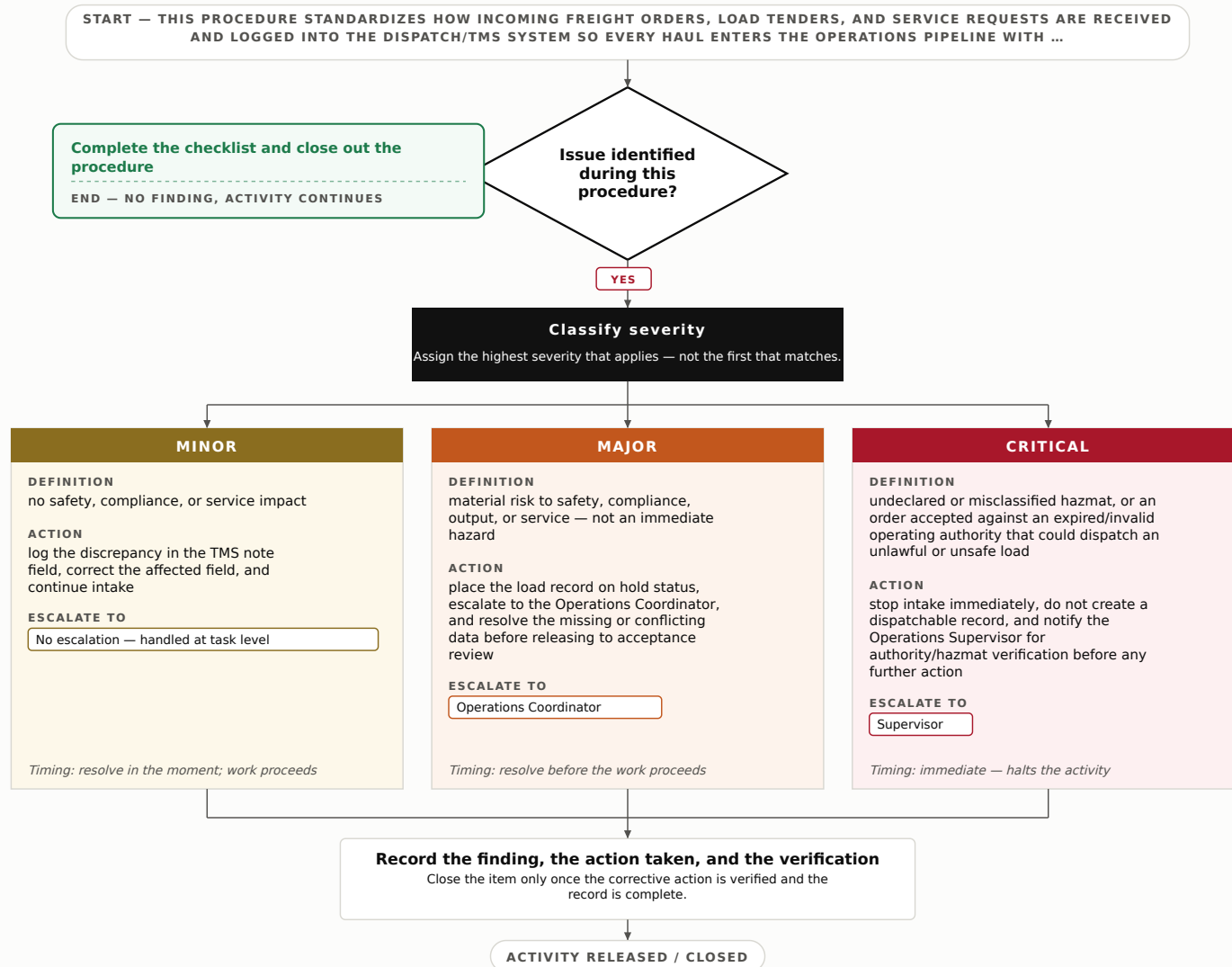


7. Step-by-Step Procedure

1. Receive the incoming order via phone, email, EDI 204, load board, or broker portal and note the channel and timestamp.
2. Identify and validate the customer/broker, including MC/USDOT authority and account status in the TMS.
3. Capture core shipment fields: origin/destination, pickup and delivery windows, commodity, weight, piece count, equipment type required, and reference/PO numbers.
4. Flag special-handling conditions — hazmat (with UN number and hazard class per 49 CFR 172), oversize/overweight, temperature-controlled, or tanker/liquid loads.
5. Confirm rate/quote reference or tender rate is attached (do not negotiate — route rate questions to acceptance review).
6. Create the load record in the TMS, attaching the tender, BOL draft, or order-for-service document.
7. Verify all mandatory fields are complete and internally consistent; resolve blanks with the customer before saving.
8. Log the intake as complete with clerk initials and timestamp, then hand off to acceptance/capability review per OD-007.

8. Decision Tree

Decision Tree — Customer Order / Work Request Intake



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All mandatory shipment fields captured and internally consistent before the record is saved.
- Customer MC/USDOT authority and account status verified at intake.
- Hazmat/oversize/special-handling flags correctly applied with required descriptors.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Intake channel and timestamp recorded		
Customer/broker identity and MC/USDOT authority verified		
Origin, destination, and pickup/delivery windows captured		
Commodity, weight, piece count, and equipment type logged		
Hazmat/oversize/special-handling flags applied correctly		
Tender/BOL/order document attached to TMS record		
Load record saved with clerk initials before OD-007 handoff		

11. KPIs

- Order intake accuracy (records with zero downstream field corrections) $\geq 98\%$
- Average intake logging time ≤ 15 minutes per order
- Authority/hazmat verification completion at intake = 100%

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-007 — Order Verification & Acceptance Review

Estimated completion time: 20-45 minutes per order

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure confirms that an incoming freight order is fully understood and within operational capability — scope, commodity specification, equipment fit, and commercial terms — before the operator formally accepts the work and commits capacity.

2. Scope

Covers pre-acceptance review of customer freight orders for the OD department: commodity/spec confirmation, equipment and lane capability, permit/hazmat flags, rate and accessorial terms, and the accept/decline decision. Excludes order logging (see OD-006) and dispatch scheduling (see OD-008).

3. Responsibilities

- Operations Dispatcher — reviews order detail, confirms commodity and equipment fit, flags exceptions, records the acceptance decision.
- Compliance/Safety Coordinator — verifies hazmat, oversize/overweight permit needs, and carrier authority applicability before acceptance.
- Operations Manager — approves Major/Critical exceptions, confirms commercial terms and rate, and authorizes final acceptance.

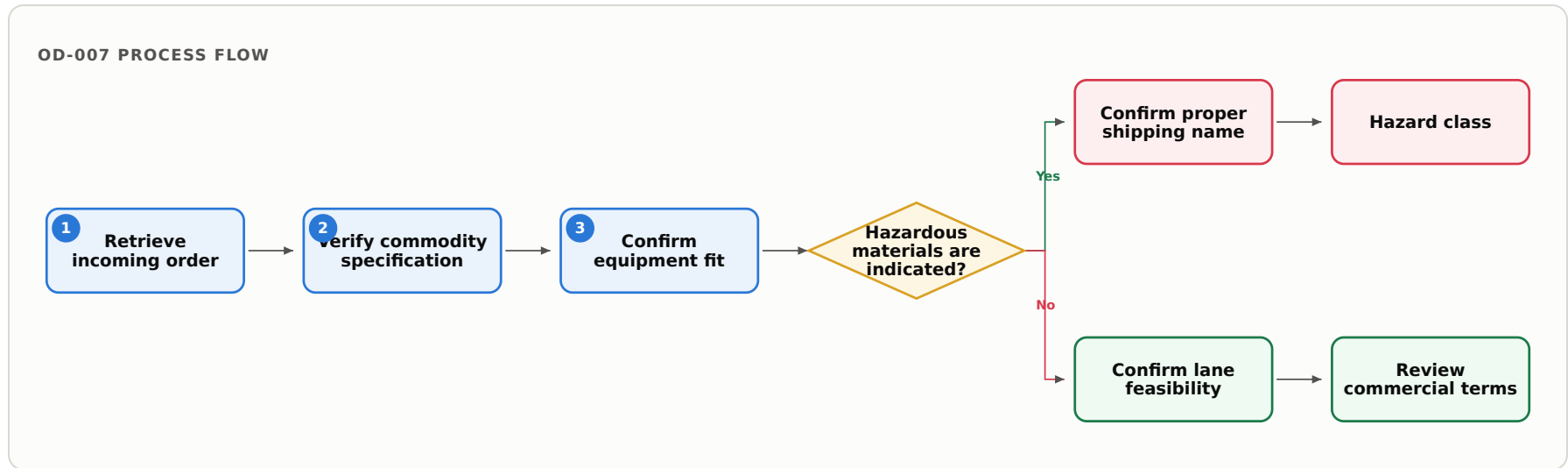
4. Required PPE & Lockout/Tagout

- Standard office PPE; this is an administrative review task performed at a dispatch workstation.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 385 (FMCSA Safety Fitness/Carrier Authority); 49 CFR Parts 390-393 (FMCSRs, cargo securement, equipment); 49 CFR Parts 171-180 (Hazardous Materials Regulations); FMCSA operating authority (MC/DOT) and BMC-91 insurance requirements; applicable state oversize/overweight permit rules.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

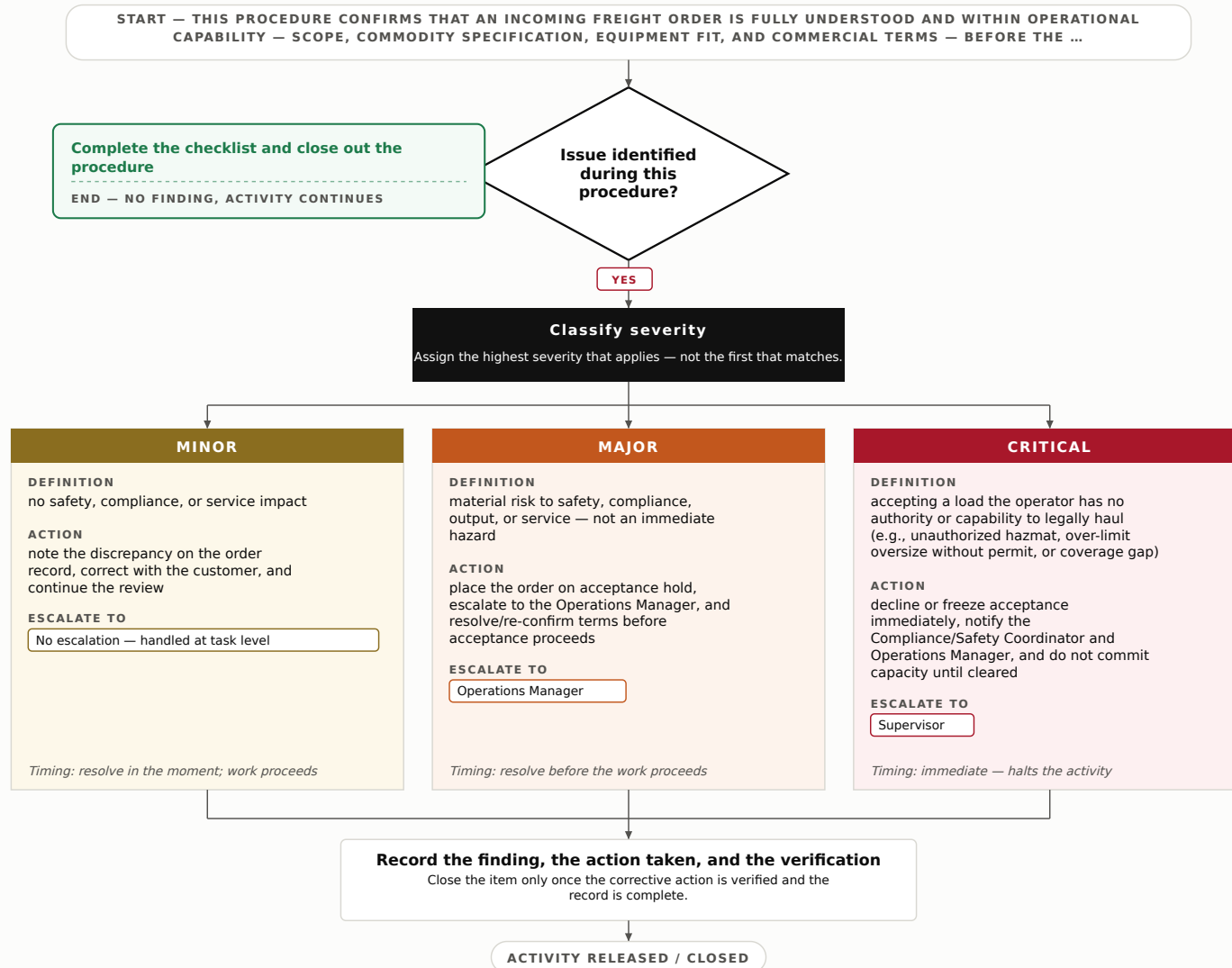


7. Step-by-Step Procedure

1. Retrieve the incoming order (already logged per OD-006) and confirm origin, destination, pickup/delivery windows, and customer identity.
2. Verify commodity specification: description, weight, dimensions, packaging, temperature/handling needs, and value; flag any commodity requiring special authority.
3. Confirm equipment fit — match required trailer type (dry van, reefer, flatbed, tanker) to available fleet capacity and confirm axle/weight compliance under 49 CFR 393.
4. Screen for hazmat: if hazardous materials are indicated, confirm proper shipping name, hazard class, and that placarding/authority per 49 CFR 171–180 is held.
5. Confirm lane feasibility and permit requirements — check oversize/overweight thresholds and required state permits; confirm carrier authority and insurance limits cover the load.
6. Review commercial terms: rate, accessorials, detention, fuel surcharge, and payment terms against operator minimums; escalate deviations to the Operations Manager.
7. Make the accept/decline decision; if declined, record the reason. If accepted, hand off to scheduling per OD-008.
8. Document the completed verification — decision, verifier, exceptions, and approvals — in the order record.

8. Decision Tree

Decision Tree — Order Verification & Acceptance Review



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Commodity specification and weight/dimensions confirmed against order source before equipment match.
- Equipment type and axle/weight compliance verified against fleet capability.
- Hazmat, permit, authority, and insurance flags cleared by Compliance/Safety Coordinator.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Origin, destination, and time windows confirmed		
Commodity description, weight, and dimensions verified		
Required equipment type available and compliant		
Hazmat classification and placarding requirements screened		
Oversize/overweight permit and lane feasibility confirmed		
Carrier authority and insurance limits cover the load		
Rate and accessorial terms reviewed and approved		

11. KPIs

- Orders verified before acceptance: 100% of accepted orders.
- Acceptance-review turnaround: ≤ 45 minutes per order.
- Post-acceptance capability/spec rejections: $\leq 2\%$ of accepted orders per month.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-008 — Job Scheduling & Sequencing

Estimated completion time: 30-60 minutes per scheduling cycle (daily dispatch build)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To place accepted freight loads into the operating dispatch schedule in the correct sequence against customer priority, delivery appointment windows, and driver Hours-of-Service availability, so committed pickups and deliveries are met without overbooking equipment or drivers.

2. Scope

Covers building and sequencing the daily/weekly load board — ordering accepted loads by due date, priority tier, and lane feasibility, and releasing the sequenced schedule to Dispatch. Excludes matching specific tractors, trailers, or drivers to loads, which is covered under OD-009; excludes preventive maintenance timing and equipment availability holds, which are covered under PM-008.

3. Responsibilities

- Operations Scheduler — builds the load sequence against due dates, priority tiers, and HOS windows; releases the schedule.
- Dispatch Supervisor — reviews sequence feasibility, approves priority overrides, and owns escalations.
- Customer Service Coordinator — confirms delivery appointment windows and communicates schedule changes to customers.

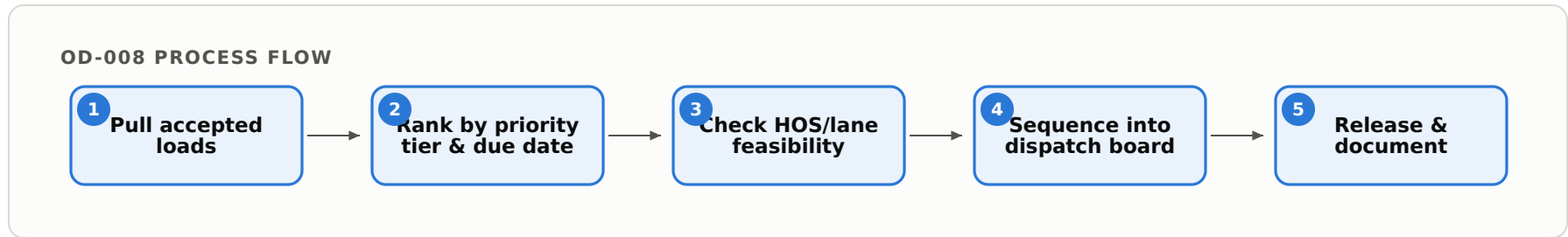
4. Required PPE & Lockout/Tagout

- Standard facility PPE (this is an office-based dispatch/coordination task; no yard exposure during scheduling).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 395 (FMCSA Hours of Service) — governs driver availability windows used to sequence loads.
- 49 CFR Part 390 (FMCSA General — ELD and record obligations affecting available driving hours).
- 49 CFR Part 385 (Safety Fitness / operational scheduling constraints).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

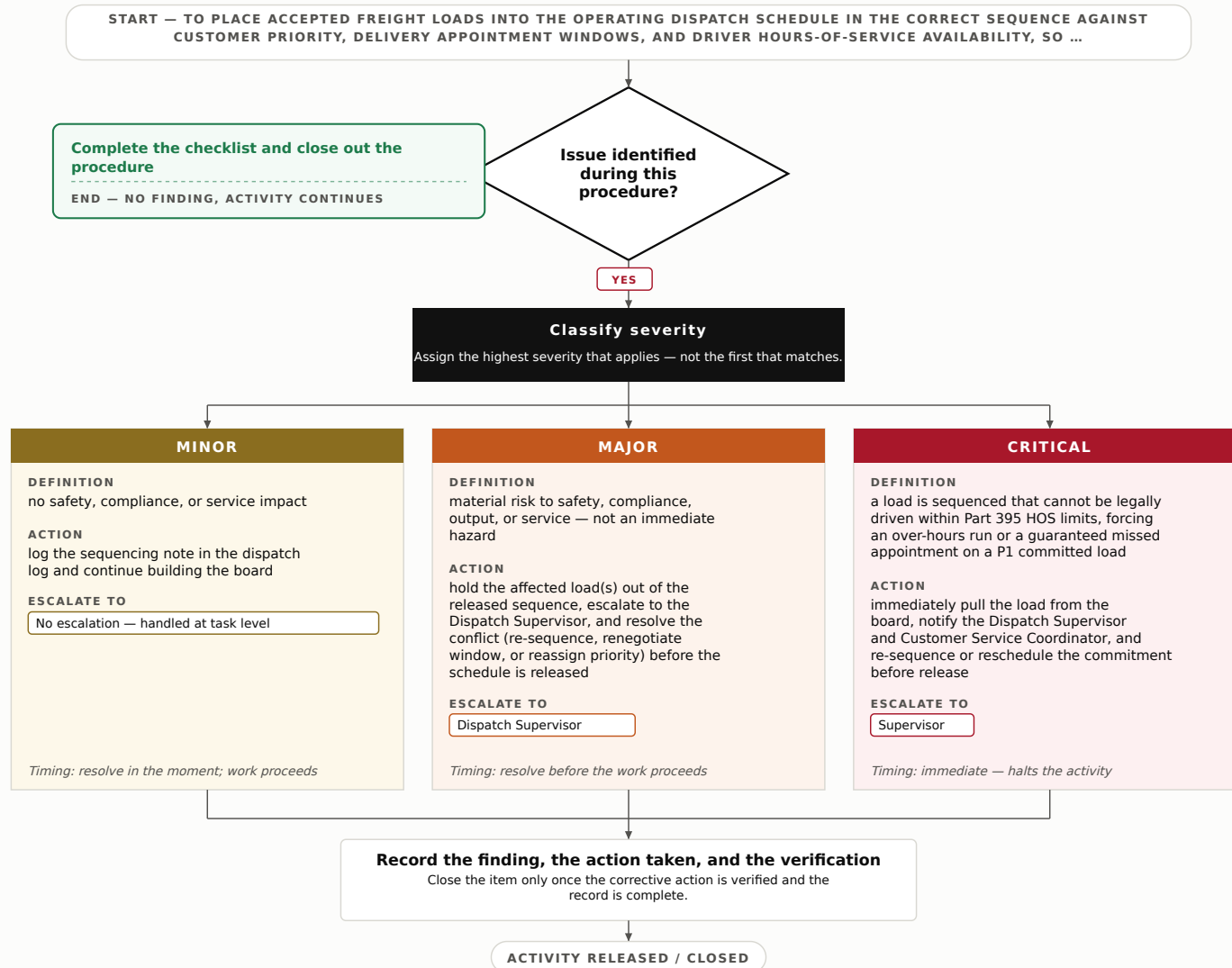


7. Step-by-Step Procedure

1. Pull all accepted loads from the order queue that are not yet sequenced; verify each has a confirmed delivery appointment window from the Customer Service Coordinator.
2. Assign each load a priority tier (P1 time-critical/appointment-locked, P2 standard due-date, P3 flexible/backhaul) per the customer commitment on the rate confirmation.
3. Sort within each tier by earliest delivery due date/appointment, then by earliest required pickup time.
4. Check lane feasibility: confirm transit time between pickup and delivery fits the appointment window against posted drive-time and available driver HOS windows (Part 395), flagging any load that cannot legally be completed on time.
5. Sequence loads onto the dispatch board in service order, spacing pickups so no two P1 loads collide on the same lane/time block.
6. Reserve buffer capacity for known reload/backhaul opportunities downstream to 423120 Motor Vehicle Parts Wholesalers without displacing P1 commitments.
7. Route any infeasible or conflicting loads to the Dispatch Supervisor for priority override or customer renegotiation before release.
8. Release the sequenced schedule to Dispatch and document the final sequence, any overrides, and timestamps in the dispatch log.

8. Decision Tree

Decision Tree — Job Scheduling & Sequencing



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every sequenced load has a confirmed appointment window and assigned priority tier.
- No sequenced load violates available HOS driving windows for its lane.
- P1 commitments are ordered ahead of P2/P3 and carry required buffer.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All accepted loads pulled and appointment windows confirmed		
Priority tiers (P1/P2/P3) assigned per rate confirmation		
Loads sorted by due date/appointment within each tier		
HOS/lane feasibility checked for each sequenced load		
No P1 lane/time collisions on the board		
Infeasible loads escalated to Dispatch Supervisor		
Final sequence, overrides, and timestamps logged		

11. KPIs

- On-time appointment sequencing accuracy $\geq 98\%$ (loads sequenced to make their committed window).
- HOS-feasibility conflicts at release = 0 per cycle.
- Schedule release turnaround ≤ 60 minutes from load-queue pull.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-009 — Resource & Capacity Allocation

Estimated completion time: 30-60 minutes per dispatch cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To match confirmed loads to available drivers, power units, trailers, and yard/dock space so that every scheduled movement has real, verified capacity behind it before it is committed. This prevents overcommitting equipment or staging space and reduces failed dispatches at a Truck Transport operation.

2. Scope

Covers the assignment of drivers, tractors, trailers, and yard/dock/staging space to already-scheduled loads and the verification that each assigned resource is genuinely available and serviceable. Excludes staffing presence and shift attendance, which is covered under OD-003, and load sequencing/route order, which is covered under OD-008.

3. Responsibilities

- Operations Dispatcher — matches loads to available tractors, trailers, drivers, and staging space; confirms each resource before commitment.
- Fleet Coordinator — verifies power-unit and trailer roadworthiness and out-of-service status; releases equipment to the allocation pool.
- Operations Supervisor — resolves capacity conflicts, authorizes overrides, and verifies the completed allocation record.

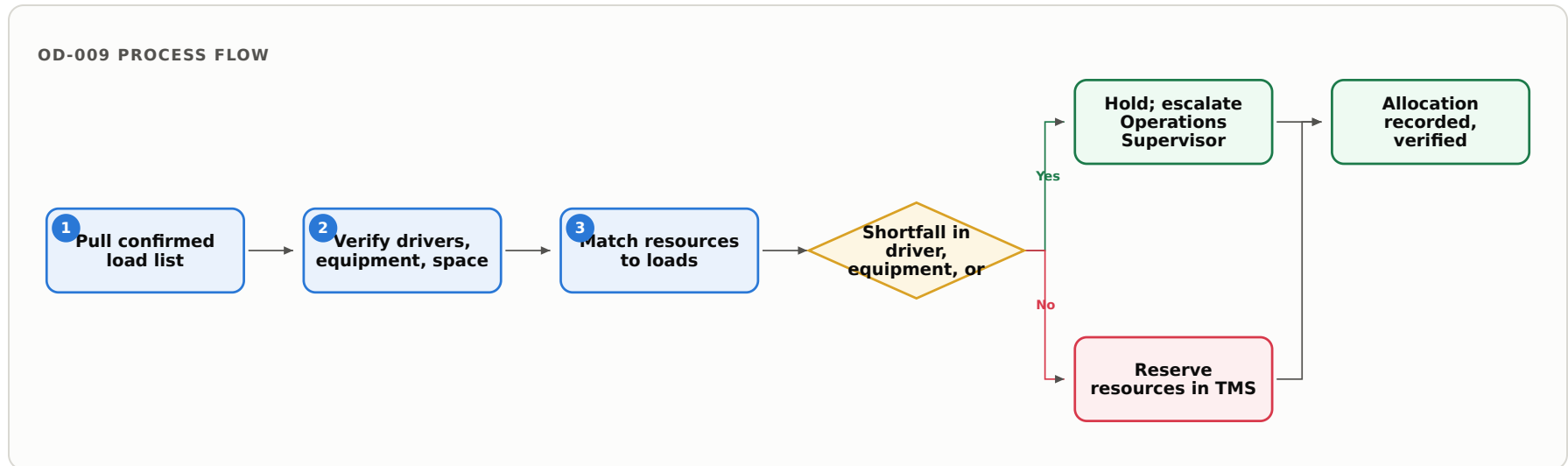
4. Required PPE & Lockout/Tagout

- Standard facility PPE for any yard walk-through to confirm equipment (high-visibility vest, steel-toe footwear); office PPE otherwise.
- Not applicable — this task allocates equipment and space but does not service it; no hazardous energy is controlled here.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service) — driver availability windows that constrain assignment.
- 49 CFR Part 396 (Inspection, Repair, and Maintenance) — equipment must be in serviceable/roadworthy condition to be assigned.
- 49 CFR Part 391 (Qualification of Drivers) — a driver must be qualified for the equipment/endorsement assigned.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

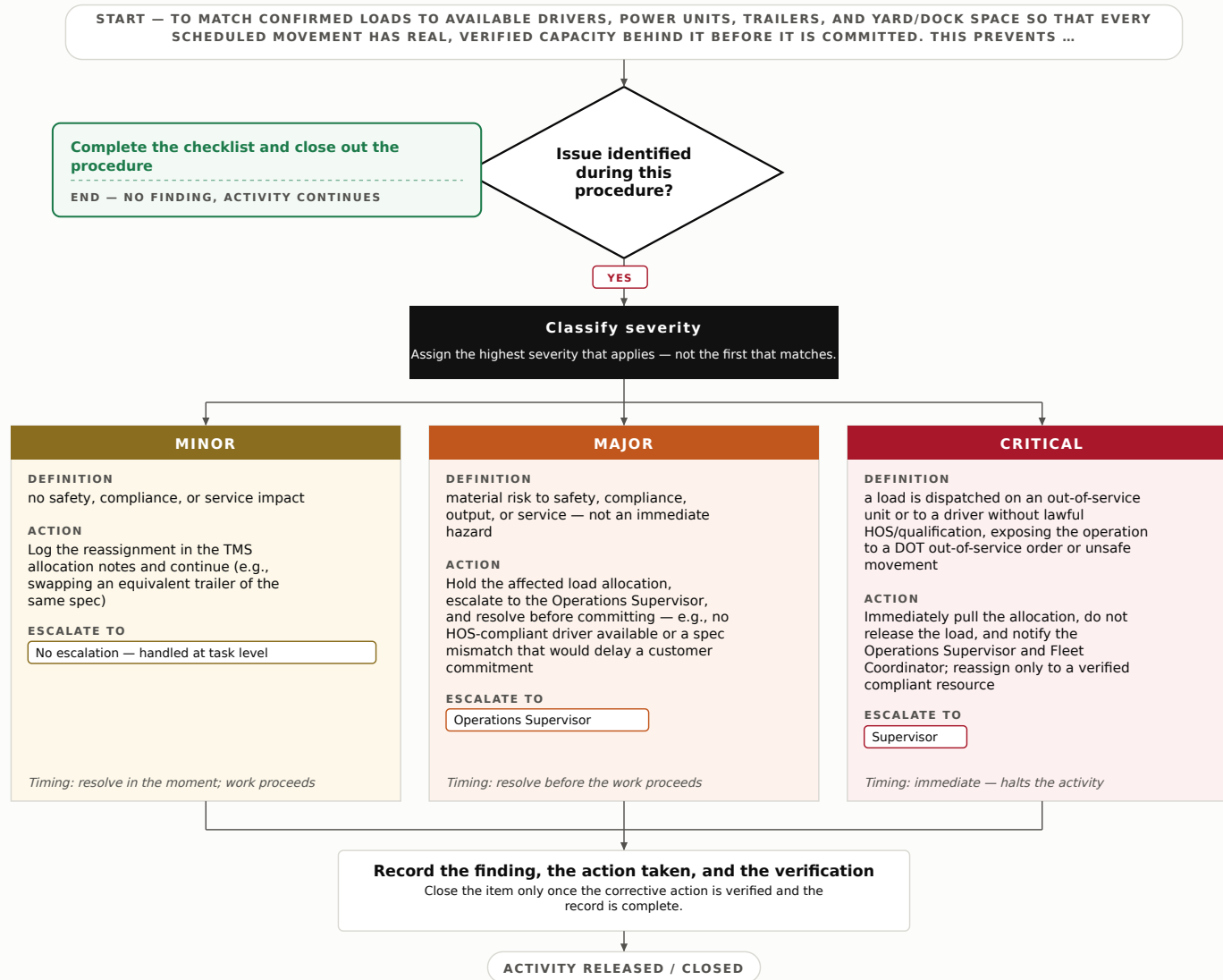
6. Process Flow



7. Step-by-Step Procedure

1. Pull the confirmed load list for the allocation window from the TMS; do not allocate against tentative or unconfirmed loads.
2. Retrieve current driver availability, HOS remaining, and required endorsements per 49 CFR Part 391/395; flag any driver with insufficient hours for the movement.
3. Retrieve the power-unit and trailer pool from the Fleet Coordinator, confirming each unit is not tagged out-of-service under 49 CFR Part 396 and is spec-appropriate for the load (reefer, dry van, flatbed, tanker).
4. Confirm yard/dock/staging space is available for each staged trailer and inbound turn; verify no slot is double-booked.
5. Match each confirmed load to one driver, one tractor, one trailer, and its staging space; ensure no resource is assigned to two simultaneous loads.
6. Confirm capacity is real by cross-checking that assigned drivers, equipment, and space are not already committed on OD-008's sequenced schedule; reserve each in the TMS.
7. Resolve any shortfall (no available unit, no qualified driver, no space) via the Decision Tree before finalizing; escalate unresolved conflicts to the Operations Supervisor.
8. Record the final allocation (load ID, driver, tractor, trailer, staging slot, timestamp) in the TMS and notify the Operations Supervisor for verification.

8. Decision Tree

Decision Tree — Resource & Capacity Allocation**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every confirmed load has exactly one driver, tractor, trailer, and staging slot assigned — no gaps, no duplicates.
- Each assigned driver has verified HOS remaining and required endorsements for the movement.
- Each assigned power unit and trailer is confirmed not out-of-service and spec-appropriate.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Allocation built only against confirmed loads		
Driver HOS remaining verified for each movement		
Driver qualification/endorsement matches equipment		
Tractor and trailer confirmed not out-of-service		
Trailer spec matches load type (reefer/van/flatbed/tanker)		
No resource double-booked across simultaneous loads		
Yard/dock/staging slot confirmed available		

11. KPIs

- Allocation accuracy (loads dispatched with correct verified resources): $\geq 98\%$
- Double-booking incidents per allocation cycle: 0
- Failed dispatches due to unverified capacity: $\leq 1\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-010 — Incoming Material / Supply Verification

Estimated completion time: 20–45 minutes per inbound delivery

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To confirm that inbound materials and supplies — tractor and trailer parts, tires, lubricants and fuel additives, and OEM components — arrive matched to the purchase order, in correct quantity, and in serviceable condition before they enter fleet inventory, preventing installation of wrong or damaged parts that could ground a rig or fail an inspection.

2. Scope

Covers verification of inbound OD-purchased parts, tires, and petroleum products against the purchase order, packing slip, quantity, and visible condition at point of receipt. Excludes spec-conformance testing (QC-003), physical putaway to storage locations (WH-006), and the formal dock count reconciliation (SH-008).

3. Responsibilities

- Receiving Clerk (Operations) — matches delivery to PO/packing slip, records quantities, flags condition defects, initiates the receiving log.
- Parts & Inventory Coordinator — validates part numbers, DOT/FMVSS markings, and tire specifications against fleet requirements; approves or rejects the receipt.
- Operations Supervisor — resolves discrepancies with vendor, authorizes returns/holds, and signs off the completed verification.

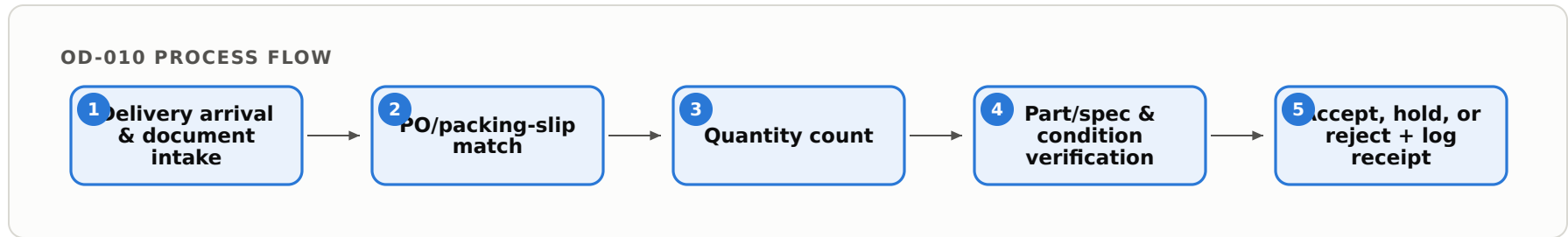
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest, steel-toe footwear, cut-resistant gloves when handling banded pallets or tires.
- Not applicable — no hazardous energy involved. (Powered lift assistance follows the site forklift policy; this task itself involves no LOTO.)

5. Regulatory References

- 49 CFR 393 (FMCSA Parts & Accessories Necessary for Safe Operation — governs acceptance of brake, tire, and lighting components).
- 49 CFR 571 (FMVSS — tire and component marking/labeling that must be verifiable at receipt).
- 40 CFR 112 (SPCC — condition/containment verification for inbound petroleum products, if oil storage thresholds apply).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

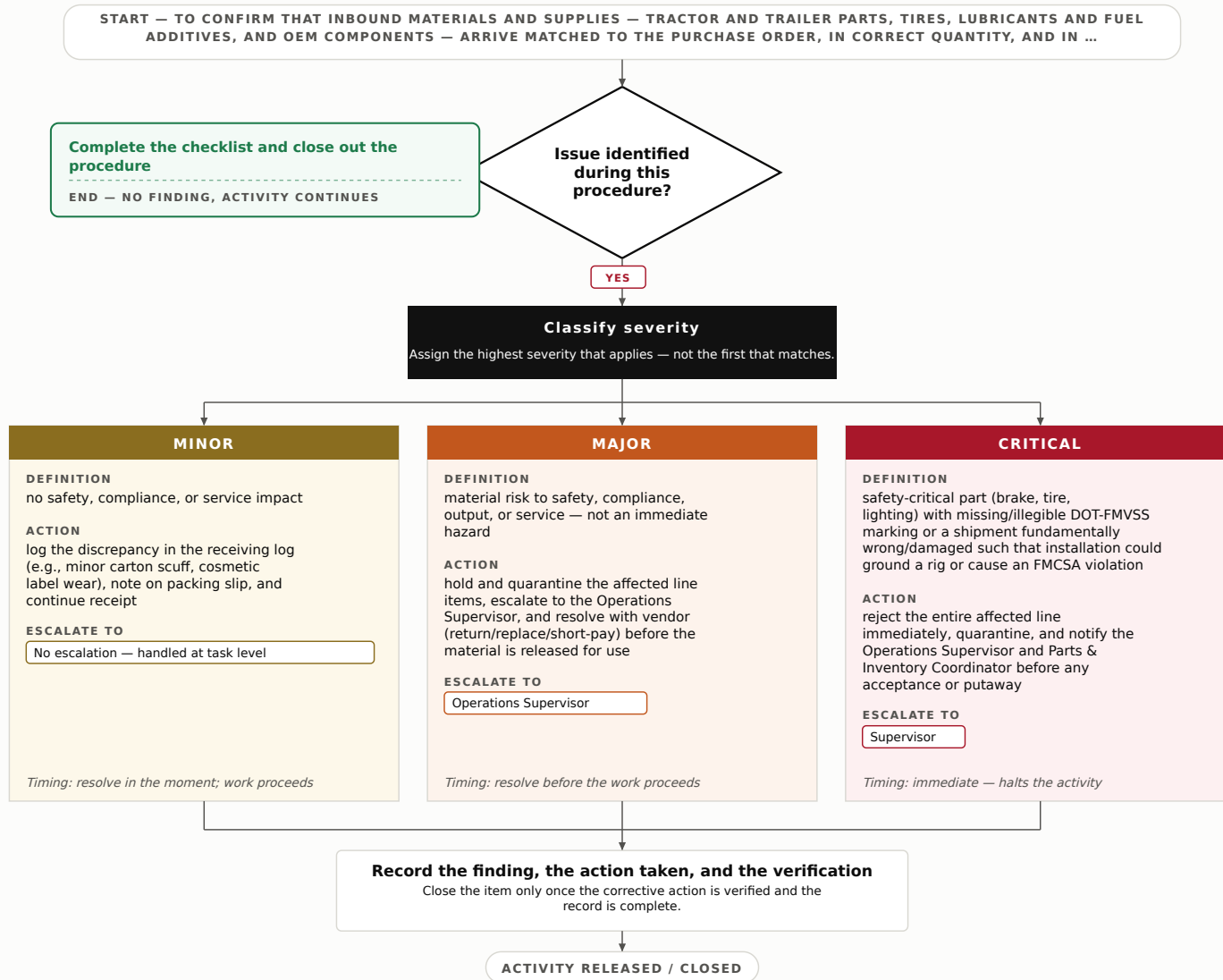


7. Step-by-Step Procedure

1. Receive the driver's paperwork; retrieve the matching open PO in the inventory system and confirm vendor name, PO number, and delivery date.
2. Compare the packing slip line-by-line against the PO — part numbers, tire size/load ratings, fluid grades, and unit of measure.
3. Count each line item; confirm actual quantity received matches PO and packing-slip quantities, noting over/short amounts.
4. Inspect visible condition: crushed cartons, leaking drums/pails, dry-rotted or damaged tires, missing DOT/FMVSS markings, corroded or mismarked OEM parts.
5. For safety-critical items (brake components, tires, lighting), confirm required regulatory markings per 49 CFR 393/571 are legible and present.
6. Classify any discrepancy per the Decision Tree; segregate held/rejected items to the marked quarantine zone (do not release to putaway per WH-006).
7. Record accepted quantities, lot/DOT numbers, and condition notes in the receiving log; attach signed packing slip to the PO.
8. Obtain Operations Supervisor sign-off and hand accepted material forward for spec-conformance testing (QC-003) where required.

8. Decision Tree

Decision Tree — Incoming Material / Supply Verification



READING THIS TREE

No finding

Activity stands. Complete the checklist and continue.

Minor

Handled in place at task level; no escalation.

Major

Supervisory decision required before the next stage.

Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- PO number, vendor, and line items match packing slip before counting begins.
- Quantities counted and reconciled to both PO and packing slip.
- Safety-critical items carry legible DOT/FMVSS markings per 49 CFR 571.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
PO number matches packing slip and open order		
Part numbers / tire sizes / fluid grades match PO		
Received quantity matches PO and packing slip		
Cartons, drums, and tires free of visible damage/leaks		
DOT/FMVSS markings present and legible on safety-critical items		
Discrepancies logged and quarantined as required		
Receiving log completed and packing slip attached		

11. KPIs

- Receiving accuracy (accepted lines matching PO): $\geq 99\%$.
- Verification cycle time per delivery: ≤ 45 minutes.
- Undetected discrepancies found downstream (QC-003/putaway): $\leq 1\%$.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

Phase 3 — Execution

OD-011 — Standard Work Execution & Process Adherence

Estimated completion time: 30-60 minutes per run cycle (pre-departure through dispatch close-out)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures every over-the-road freight movement is executed to the documented standard method — correct route, load plan, hours-of-service discipline, and dispatch sequence — so that trips are completed consistently and any departure from the defined method is caught and recorded. It protects on-time delivery, driver compliance, and asset utilization.

2. Scope

Covers execution of the standard operating method for a dispatched trailer load from pre-trip readiness confirmation through arrival and dispatch close-out, including verification that drivers follow the defined route, load-handling sequence, and ELD/HOS workflow. Excludes in-process quality checks, which are covered under QC-007, and safe-work method, which is covered under SD-005.

3. Responsibilities

- Driver / Operator — Executes the run to the defined method (route, load plan, ELD status changes, checkpoint reporting); flags any deviation immediately.
- Dispatch Coordinator (OD) — Assigns the standard load plan and route, monitors run progress against the method, and logs deviations for resolution.
- Operations Supervisor — Owns the standard method, adjudicates Major/Critical deviations, and authorizes any approved variance before the run proceeds.

4. Required PPE & Lockout/Tagout

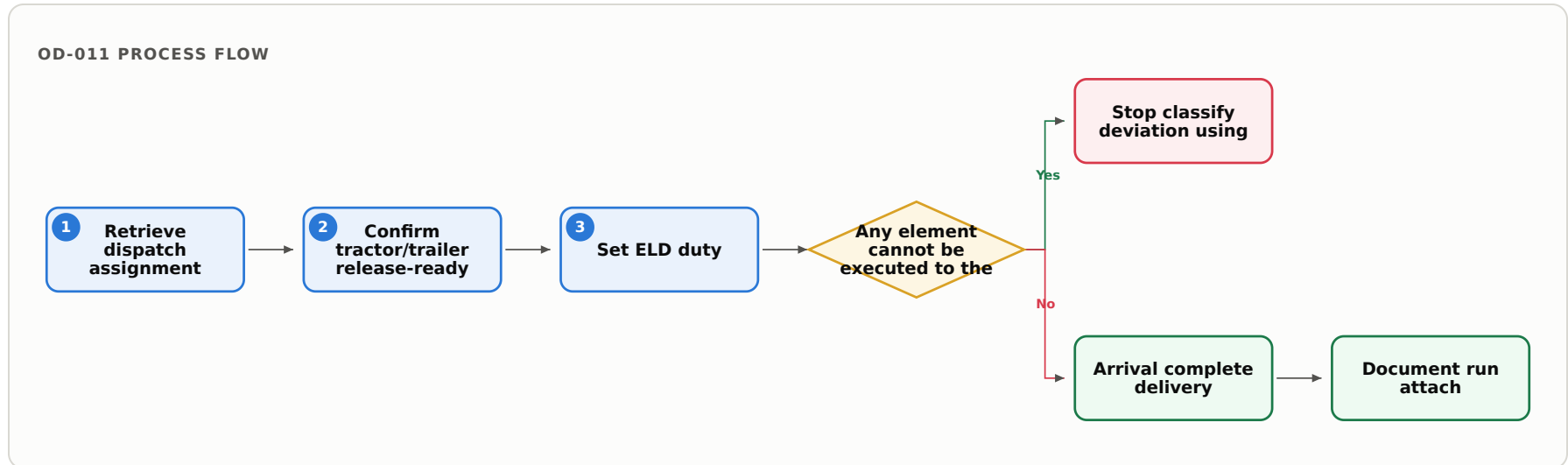
- Standard facility and yard PPE for pre-trip staging: high-visibility vest, safety footwear, gloves; seatbelt in-cab.
- Lockout/Tagout: Not applicable — no hazardous energy work performed under this procedure; equipment isolation belongs to Maintenance procedures.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service of Drivers; ELD requirements)
- 49 CFR Part 392 (Driving of Commercial Motor Vehicles / operating rules)
- 49 CFR Part 393 & 49 CFR 392.9 (cargo securement and load-securement adherence)
- FMCSA Safety Measurement System (SMS) BASIC categories as the adherence baseline

- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

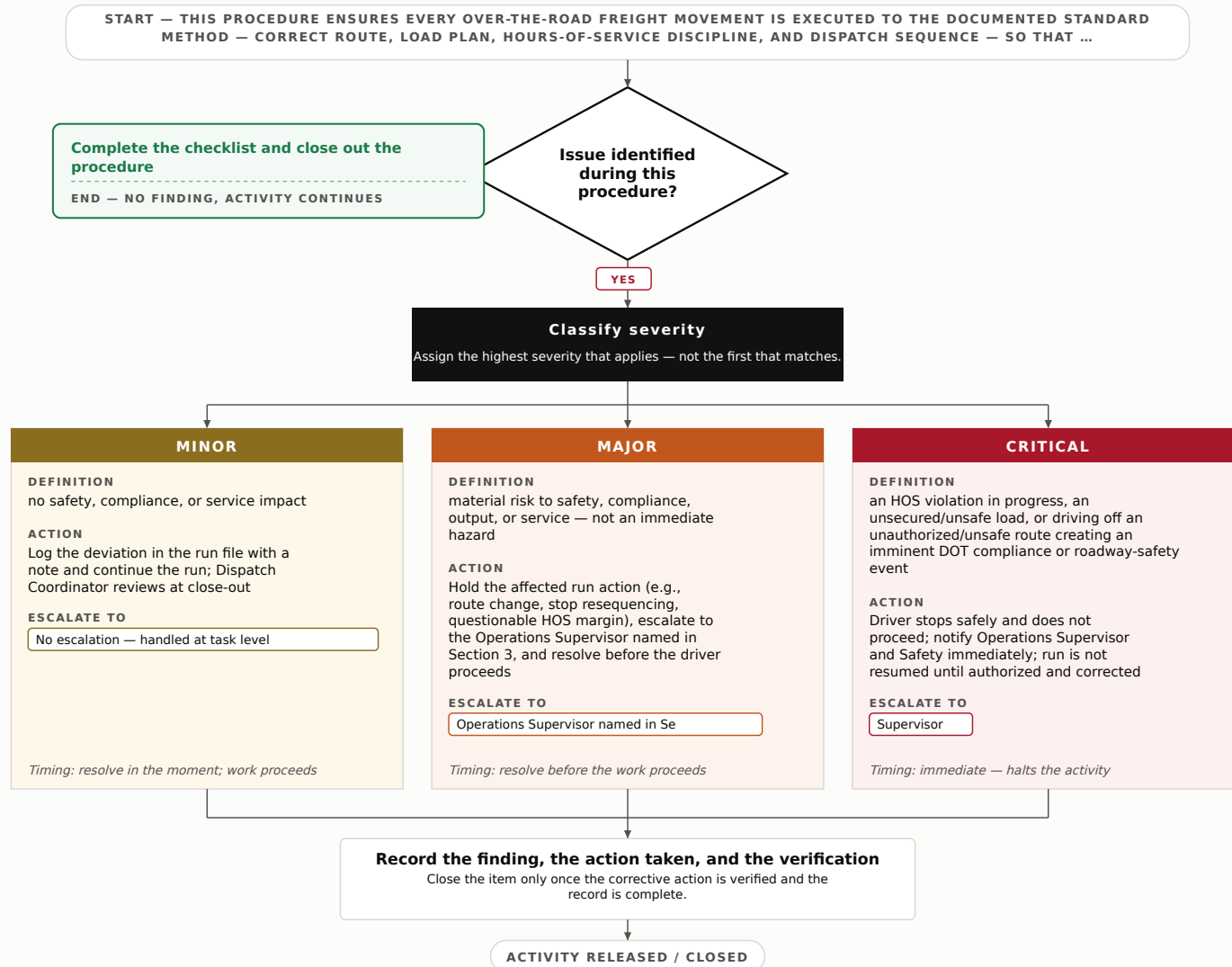


7. Step-by-Step Procedure

1. Retrieve the dispatch assignment and confirm the standard load plan, assigned route, appointment window, and expected ELD duty sequence match the trip ticket.
2. Confirm the tractor/trailer is release-ready per the yard staging record and that securement follows the defined method (verified against 49 CFR Part 393; detailed securement checks fall under QC-007/SD-005).
3. Set ELD duty status per the standard workflow and confirm available drive/on-duty hours cover the planned run without a projected 49 CFR Part 395 violation.
4. Depart on the assigned route; do not substitute an alternate route or reorder stops without recorded Dispatch approval.
5. Report at each defined checkpoint (departure, fuel/rest, delivery arrival) so actual progress can be compared to the standard method.
6. If any element cannot be executed to the defined method, stop and classify the deviation using Section 8 before continuing.
7. On arrival, complete delivery per the load plan and close the run in dispatch; capture actual route, times, and duty status.
8. Document the run: attach the trip ticket, ELD record reference, checkpoint log, and any deviation entries to the run file.

8. Decision Tree

Decision Tree — Standard Work Execution & Process Adherence



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Dispatch assignment, load plan, and route confirmed to match the trip ticket before departure.
- ELD duty status set correctly and projected hours confirmed compliant with 49 CFR Part 395.
- Actual route and checkpoint reports reconcile to the standard method with all deviations logged.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Load plan & route match dispatch trip ticket		
ELD duty status set per standard workflow		
Projected drive/on-duty hours within 49 CFR Part 395 limits		
Assigned route followed; no unauthorized substitution		
All defined checkpoints reported		
Deviations classified and logged per Section 8		
Run closed out with complete documentation		

11. KPIs

- Standard-method adherence rate (runs executed with no unlogged deviation): $\geq 98\%$
- HOS compliance (runs with zero 49 CFR Part 395 violations): 100%
- On-time delivery to appointment window: $\geq 95\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-012 — Work-in-Progress Tracking & Status Update

Estimated completion time: 15-30 minutes per dispatch cycle (continuous updates across the shift)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes how Operations records and maintains the real-time status of every active haul, so that dispatchers, drivers, and management always have an accurate, visible picture of where each load is in its lifecycle from tender acceptance to delivery.

2. Scope

Covers status capture and update for all in-transit and staged loads in the dispatch/TMS board — including leg completion, ETA changes, and delay/exception flags. Excludes throughput/volume measurement, which is covered under OD-014, and load quality/damage data, which is covered under QC-027.

3. Responsibilities

- Dispatch Coordinator — updates each active load's status in the TMS at every milestone and reconciles against ELD/driver check calls.
- Operations Supervisor — audits board accuracy each shift, resolves escalated status conflicts, and authorizes status overrides.
- Driver — reports arrival, loading, departure, and delivery events by ELD event or check call within the required window.

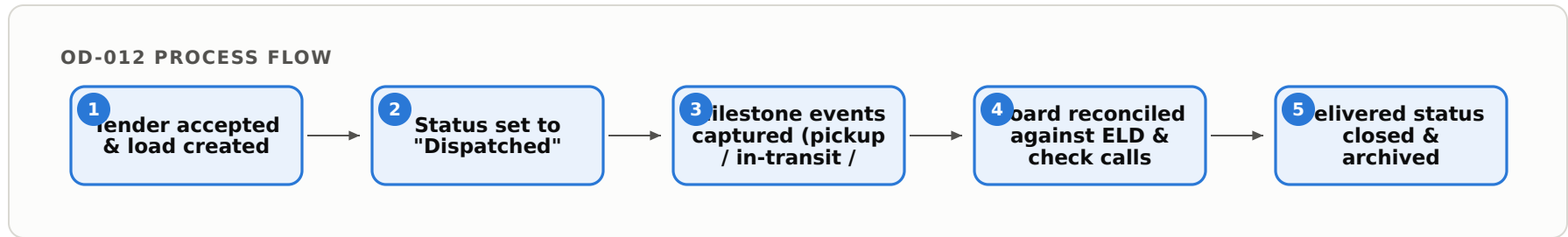
4. Required PPE & Lockout/Tagout

- Standard facility PPE for any yard walk-down used to verify load location (hi-vis vest, closed-toe footwear); none required for board/desk work.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service / ELD records that feed status accuracy)
- 49 CFR Part 390.31 (retention of driver/operational records)
- FMCSA ELD Rule (49 CFR §395.8, §395.22) for electronic status data integrity
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

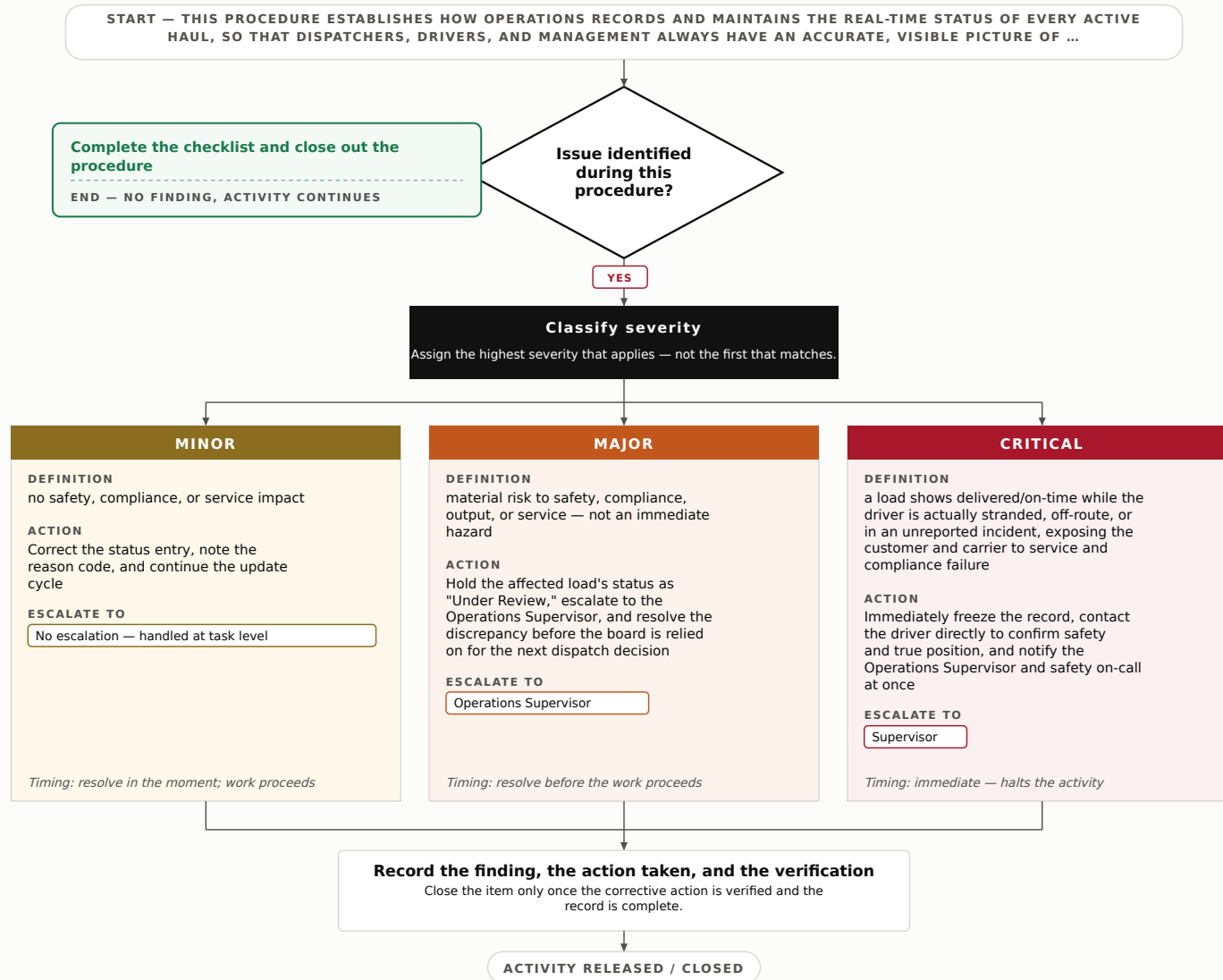


7. Step-by-Step Procedure

1. Confirm each accepted tender has an active load record in the TMS with driver, tractor/trailer, and route assigned.
2. Set the opening status to "Dispatched" and record the planned pickup and delivery appointment windows.
3. As the driver reports pickup arrival, log the "At Shipper" timestamp and update ETA to the delivery stop.
4. On departure from the shipper, change status to "In Transit" and confirm the ELD position matches the reported location.
5. Capture any delay or exception (traffic, breakdown, appointment change) with a coded reason and revised ETA; notify the receiving party as required.
6. Reconcile the board against ELD data and driver check calls at least once per shift; correct any stale or conflicting status.
7. On confirmed delivery, set status to "Delivered," record POD receipt reference, and close the active record.
8. Document the shift's status history and any override in the dispatch log for retention per §390.31.

8. Decision Tree

Decision Tree — Work-in-Progress Tracking & Status Update



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every active load has a status no older than the last shift reconciliation.
- ELD position agrees with recorded status for all "In Transit" loads.
- All delays carry a valid reason code and a revised ETA.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All accepted tenders have an active TMS load record		
Opening "Dispatched" status set with appointment windows		
Pickup/departure milestones logged with timestamps		
ELD position matches "In Transit" status		
Delays carry reason code and revised ETA		
Delivered loads closed with POD reference		
Shift status history archived per retention rule		

11. KPIs

- Status currency: 100% of active loads updated within one shift cycle
- Board-to-ELD agreement: $\geq 98\%$ of in-transit loads
- Delay flagging: $\geq 95\%$ of delays coded and re-ETA'd within 30 minutes of occurrence

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-013 — Operational Handoff Between Work Stages

Estimated completion time: 15-30 minutes per handoff

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To ensure controlled, documented transfer of an active load, tractor-trailer unit, and its associated paperwork between successive work stages (dispatch, yard staging, driver assignment, en-route relay, and final drop) so that no load, custody, or compliance obligation is lost, delayed, or duplicated during transition.

2. Scope

Covers the operational transfer of a load, equipment, and trip documentation from one work stage or crew to the next within an Operations run cycle. Excludes end-of-shift crew handover, which is covered under OD-002, and stage quality release/conformance sign-off, which is covered under QC-013.

3. Responsibilities

- Dispatch Coordinator — initiates handoff, confirms trip documentation completeness and destination readiness before releasing to the next stage.
- Yard/Operations Lead — verifies physical unit status, load securement, and trailer/tractor condition at the point of transfer.
- Receiving Driver or Crew — accepts custody, confirms understanding of load, route, and any open items, and acknowledges the handoff record.

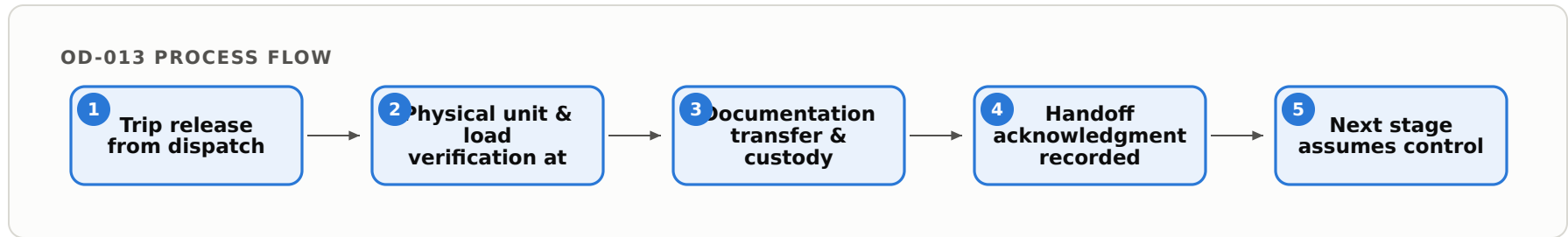
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest, safety footwear, gloves when handling securement hardware or coupling.
- Lockout/Tagout: Not applicable to the handoff itself — no hazardous energy isolation required; wheel chocks and parking brake set during physical unit inspection.

5. Regulatory References

- 49 CFR 392 (Driving of Commercial Motor Vehicles), 49 CFR 393 (Parts and Accessories / Cargo Securement), 49 CFR 396.11 (Driver Vehicle Inspection Reports).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

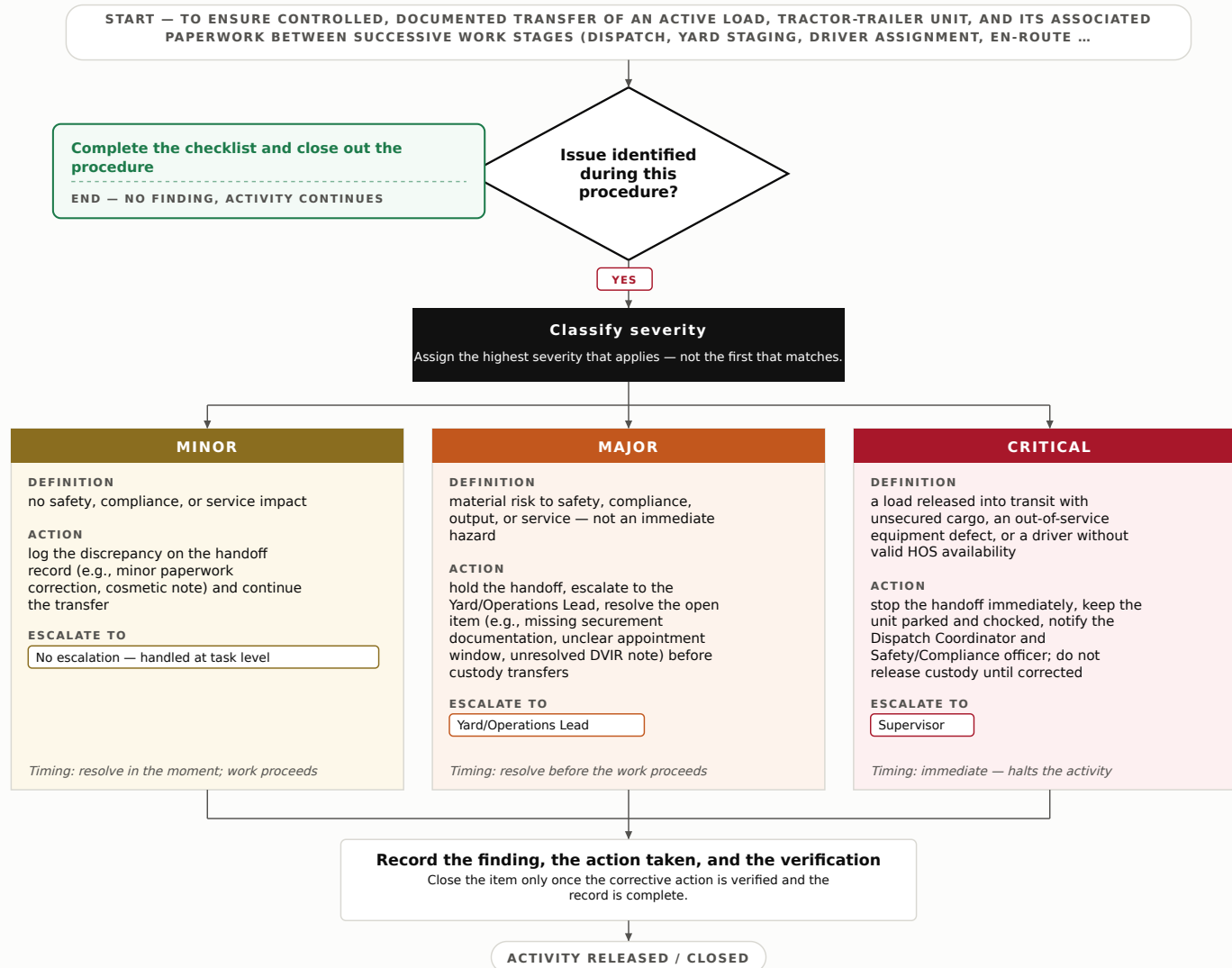
6. Process Flow



7. Step-by-Step Procedure

1. Dispatch Coordinator confirms the trip packet is complete: bill of lading, route/appointment window, load weight/securement plan, and any open exceptions from the prior stage.
2. Notify the receiving stage (yard lead, relay driver, or next crew) that a handoff is pending and identify the tractor and trailer units by number.
3. Perform a joint physical walk-around of the unit — confirm trailer coupling, tire condition, lights, and cargo securement match the documented load plan.
4. Verify the current DVIR status and note any defects flagged but not yet resolved; confirm they are documented and not obstructing legal operation.
5. Transfer custody of trip documentation (physical or electronic packet) and review any open items, appointment constraints, or special-handling notes with the receiving party.
6. Receiving party confirms acceptance and repeats back the load, destination, and open items to close any understanding gap.
7. Record the handoff: time, stage-out and stage-in roles, unit numbers, and any exceptions carried forward.
8. Both parties sign or electronically acknowledge the handoff record; the transferring party is released from custody only after acknowledgment is logged.

8. Decision Tree

Decision Tree — Operational Handoff Between Work Stages**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Trip documentation verified complete and matched to physical unit before transfer.
- Cargo securement and unit condition jointly confirmed at point of handoff.
- Custody acceptance acknowledged and logged by both stages.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Trip packet / BOL complete and matches unit		
Tractor & trailer numbers verified against record		
Cargo securement confirmed per load plan		
DVIR status reviewed; defects documented		
Open exceptions communicated to receiving party		
Custody acceptance repeated back and confirmed		
Handoff record signed/acknowledged with timestamp		

11. KPIs

- Handoff records completed with signed acknowledgment: 100%.
- Handoffs with unresolved open items carried into transit: 0%.
- Average handoff cycle time: ≤ 20 minutes per transfer.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-014 — Output Monitoring & Throughput Review

Estimated completion time: 30-60 minutes per review cycle (per shift or daily dispatch window)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To track actual freight throughput — loads dispatched, delivered, and in transit — against the daily and weekly haul plan, so Operations can detect lane shortfalls, idle tractors, and dispatch backlogs early and rebalance resources before service commitments slip.

2. Scope

Covers monitoring of operational output rate and volume (loads/day, miles run, tractor and driver utilization, on-time dispatch) against the published plan for a truck transport operation. Excludes formal KPI performance review, which is covered under OD-028, and process capability analysis, which is covered under QC-026.

3. Responsibilities

- Dispatch Supervisor — pulls throughput data each cycle, compares actual vs. plan, flags variances and reassigns loads.
- Operations Manager — reviews escalated variances, authorizes plan adjustments, and coordinates with driver managers on capacity gaps.
- Fleet Data Clerk — maintains the TMS/dispatch board data feed, verifies load counts and completion timestamps, files the review record.

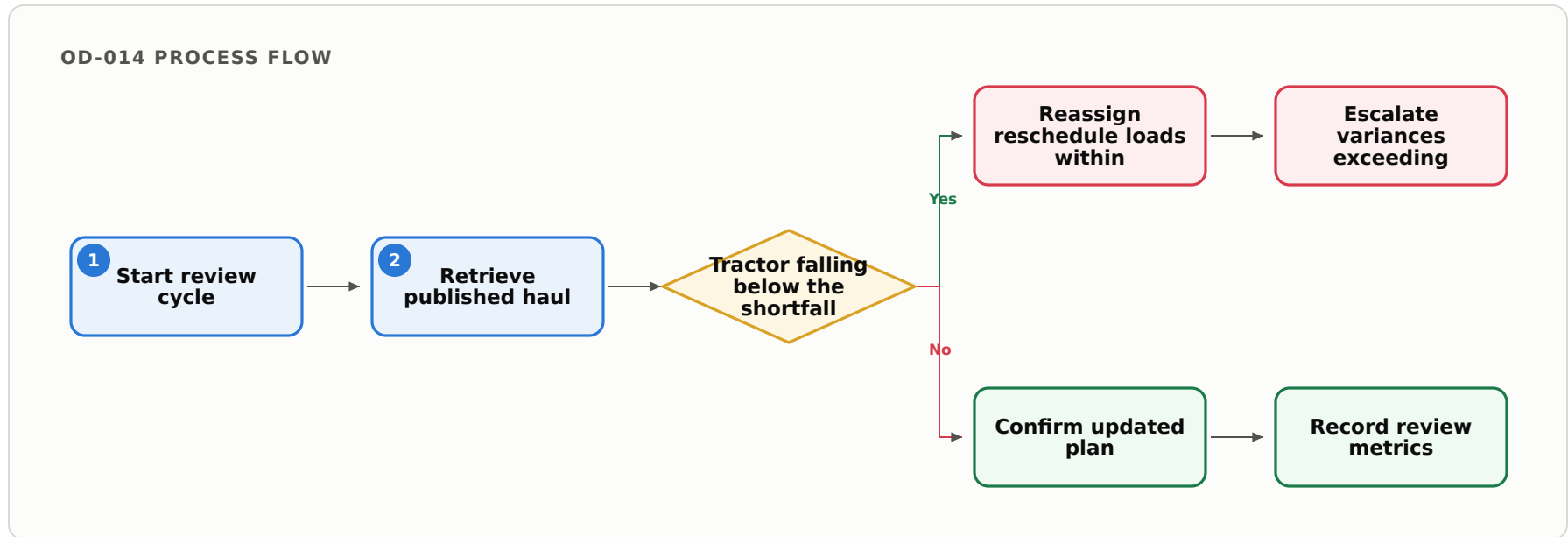
4. Required PPE & Lockout/Tagout

- Standard facility PPE if entering the yard (hi-vis vest, safety footwear); office-based review requires none.
- Not applicable — no hazardous energy involved (data and dispatch monitoring task).

5. Regulatory References

- 49 CFR Part 395 (FMCSA Hours-of-Service) — throughput plans must not require driving beyond legal HOS limits.
- 49 CFR Part 390 (FMCSA General — records of duty and operations).
- None sector-specific to output-rate tracking itself; internal dispatch-planning policy applies.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

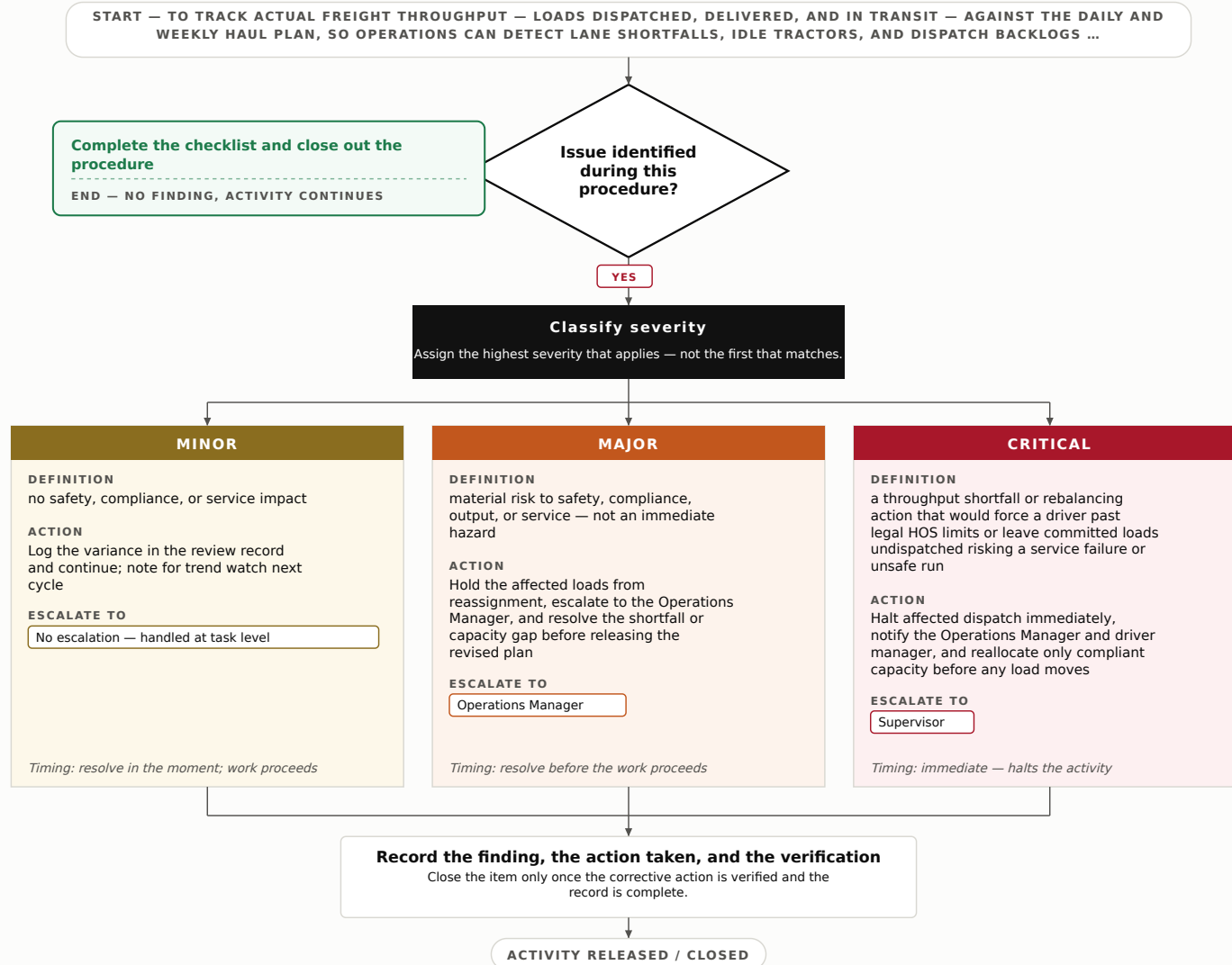
6. Process Flow



7. Step-by-Step Procedure

1. At the start of each review cycle, pull actual throughput from the TMS: loads dispatched, loads delivered, loads in transit, and miles run.
2. Retrieve the published haul plan for the same window (planned loads, target on-time dispatch %, planned tractor/driver utilization).
3. Compute variance for each metric (actual – planned) and flag any lane or tractor falling below the shortfall threshold.
4. Cross-check flagged shortfalls against known causes: driver HOS limits (per 49 CFR Part 395), equipment down (see maintenance queue), weather holds, or customer delay.
5. Verify no rebalancing action pushes any driver beyond legal duty hours before reassigning loads.
6. Reassign or reschedule loads within authority; escalate variances exceeding threshold to the Operations Manager.
7. Confirm updated plan is reflected on the dispatch board and communicated to affected driver managers.
8. Record the review — metrics, variances, actions taken, and sign-off — in the throughput review log.

8. Decision Tree

Decision Tree — Output Monitoring & Throughput Review**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Actual output data reconciles with TMS load counts and completion timestamps.
- All flagged variances have a documented cause and action.
- No rebalancing action violates 49 CFR Part 395 HOS limits.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Actual load/mile data pulled and complete for the cycle		
Haul plan retrieved for matching window		
Variances computed and threshold flags applied		
Flagged shortfalls traced to a cause		
HOS compliance confirmed on all reassignments		
Dispatch board updated and communicated		
Review record logged and signed		

11. KPIs

- Loads delivered vs. planned $\geq 97\%$ per cycle.
- On-time dispatch rate $\geq 95\%$.
- Throughput review completed and logged within 60 minutes of cycle open, 100% of cycles.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-015 — Bottleneck Identification & Response

Estimated completion time: 45-90 minutes per identified bottleneck cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how the Operations team detects and responds to operational constraints — dock congestion, driver-availability gaps, equipment shortages, detention delays — that slow freight movement across the fleet. The goal is to restore throughput quickly while protecting driver hours-of-service and delivery commitments.

2. Scope

Covers detection, classification, and immediate corrective response to bottlenecks affecting dispatch, yard flow, and load turnover for the truck fleet. Excludes schedule change execution, which is covered under OD-017, and capacity allocation decisions, which are covered under OD-009.

3. Responsibilities

- Operations Supervisor — monitors flow metrics, classifies bottleneck severity, and authorizes response actions.
- Dispatcher — surfaces real-time constraints (driver status, tractor/trailer availability, dock hold-ups) and executes routing adjustments within scope.
- Yard/Terminal Lead — verifies physical constraints at the yard, coordinates equipment staging, and reports detention or gate delays.

4. Required PPE & Lockout/Tagout

- Standard facility PPE for yard walk-downs: high-visibility vest, steel-toe footwear, hearing protection near running equipment.
- Not applicable — this is a monitoring and coordination task involving no hazardous energy. Any equipment fault surfaced is tagged and referred, not repaired under this SOP.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service of Drivers) — constraint responses must not push drivers past HOS limits.
- 49 CFR Part 390 (FMCSA General Regulations).
- OSHA 29 CFR 1910.176 (Materials Handling — yard/dock flow safety).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

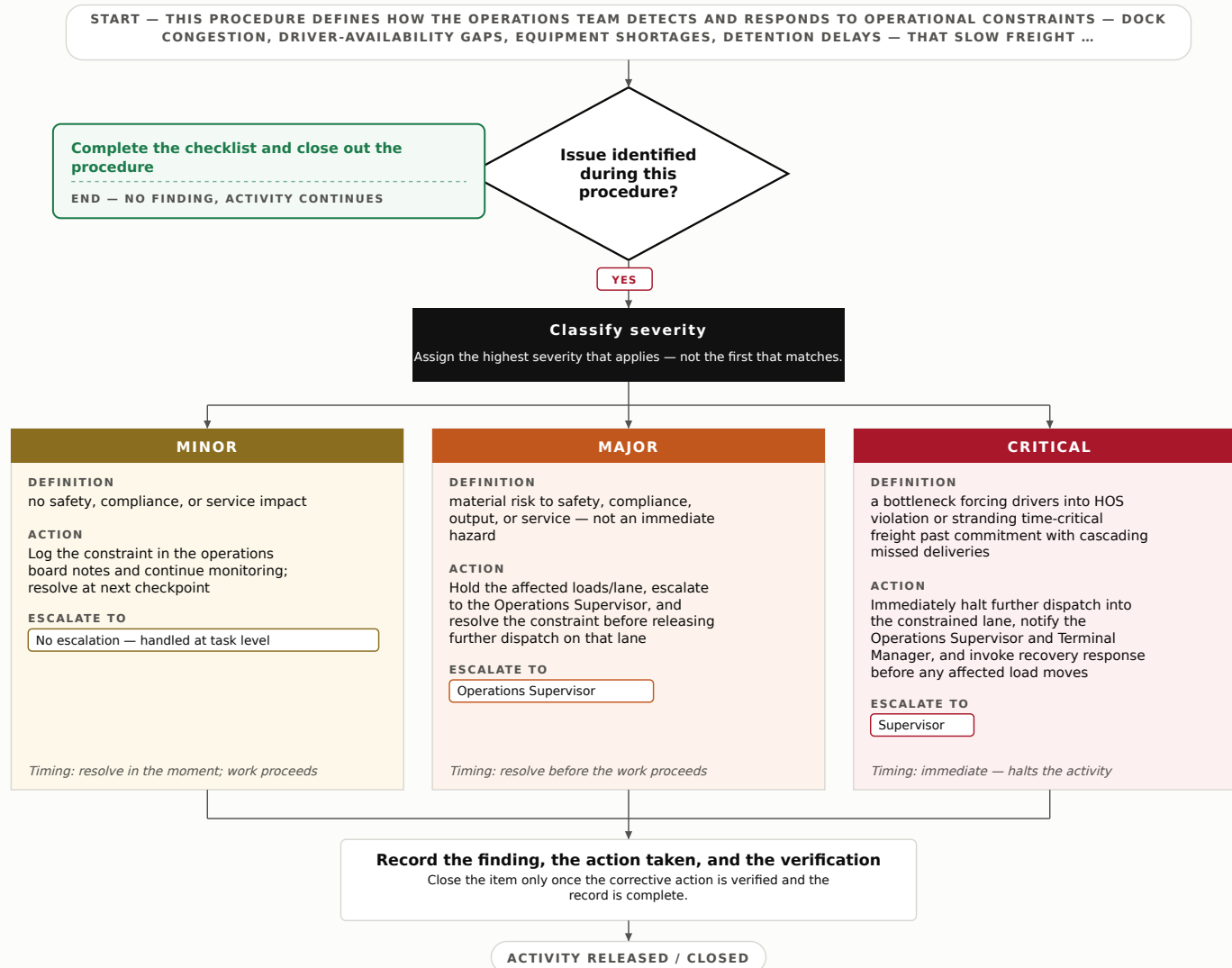
6. Process Flow



7. Step-by-Step Procedure

1. Review the live operations board at shift start and at each mid-shift checkpoint: tractor/trailer availability, driver HOS remaining, dock/gate queue, and detention timers.
2. Flag any lane, dock, or driver pool where actual throughput falls below expected turn time or where queued loads exceed the staging threshold.
3. Confirm the root constraint with the Yard/Terminal Lead — distinguish equipment shortage, driver-hours limit, dock congestion, or upstream parts/fuel delay.
4. Classify the bottleneck severity using the Decision Tree in Section 8.
5. Execute the authorized in-scope response (re-stage equipment, resequence loads at the dock, reassign an available driver within HOS limits), coordinating any schedule change through OD-017 and any capacity reallocation through OD-009.
6. Confirm the constraint is clearing — verify queue length and turn time returning toward target within one monitoring cycle.
7. Notify affected drivers and downstream parties of revised timing.
8. Record the bottleneck event, cause, response, and recovery time in the operations log and close out the checklist.

8. Decision Tree

Decision Tree — Bottleneck Identification & Response**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Flow metrics reviewed at every scheduled monitoring cycle with no missed checkpoints.
- Root cause of each bottleneck confirmed with the Yard/Terminal Lead before response.
- Every response verified to keep all affected drivers within 49 CFR Part 395 HOS limits.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Live operations board reviewed at shift start		
Constraint root cause confirmed with Yard Lead		
Driver HOS remaining verified before reassignment		
In-scope response executed and logged		
Recovery confirmed within one monitoring cycle		
Affected drivers/downstream parties notified		
Bottleneck event recorded in operations log		

11. KPIs

- Bottleneck detection-to-response time $\leq$ 15 minutes.
- Recovery to target turn time within 1 monitoring cycle $\geq$ 90% of events.
- HOS violations caused by constraint response = 0.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-016 — Rework & Nonconforming Work Handling

Estimated completion time: 45 minutes – 3 hours per nonconforming load or unit, depending on severity

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure defines how Operations identifies, segregates, and re-runs freight loads, securement, and unit-level work that fails to meet transport specification or customer/load requirements, so nonconforming work is contained before dispatch and corrected without introducing safety or compliance risk.

2. Scope

Covers segregation, containment, tagging, and re-execution (re-load, re-secure, re-stage) of nonconforming freight-handling and load-preparation work within the yard and dock. Excludes formal disposition (accept/reject/scrap decisions), which is covered under QC-014, and rework authorization, which is covered under QC-016.

3. Responsibilities

- Yard/Dock Lead — identifies nonconforming loads, tags and segregates them, initiates rework once authorized, verifies re-run against spec.
- Operations Supervisor — reviews severity classification, coordinates hold/release, confirms authorization from QC-016 before rework proceeds.
- Driver/Load Handler — reports observed nonconformance, executes re-load or re-securement under Lead direction, confirms final condition before departure.

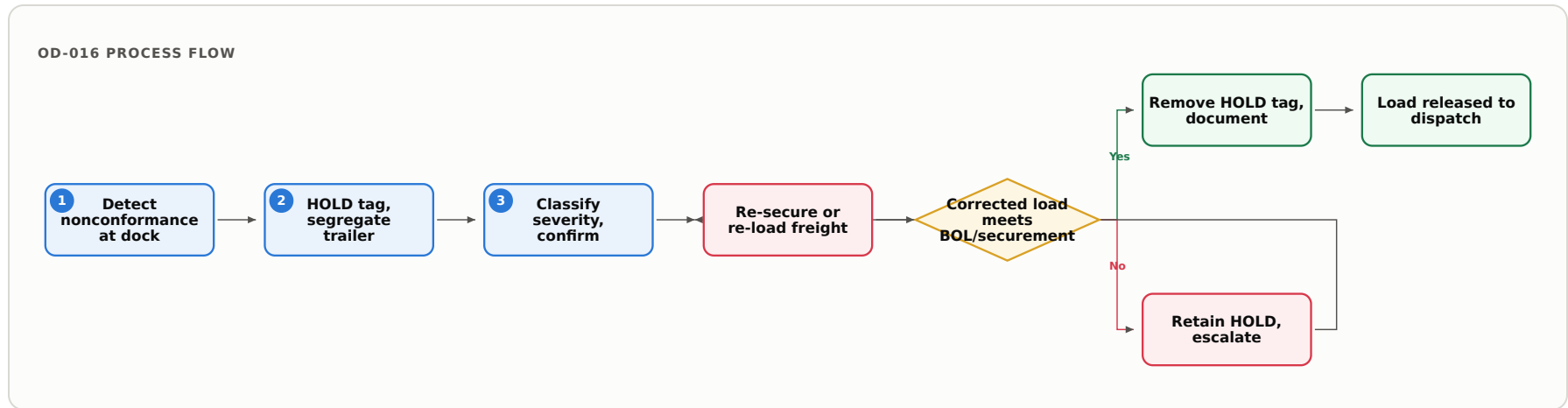
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest, steel-toe footwear, work gloves, hard hat in active dock/yard zones.
- LOTO applicable when rework requires trailer to be spotted and immobilized: chock wheels, set trailer brakes, apply dock-lock/restraint and red hold tag before entering to re-secure cargo.

5. Regulatory References

- 49 CFR 393 Subpart I — Protection Against Shifting and Falling Cargo (cargo securement standards).
- 49 CFR 396 — Inspection, Repair, and Maintenance (serviceability of units returned to service).
- FMCSA North American Cargo Securement Standard.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

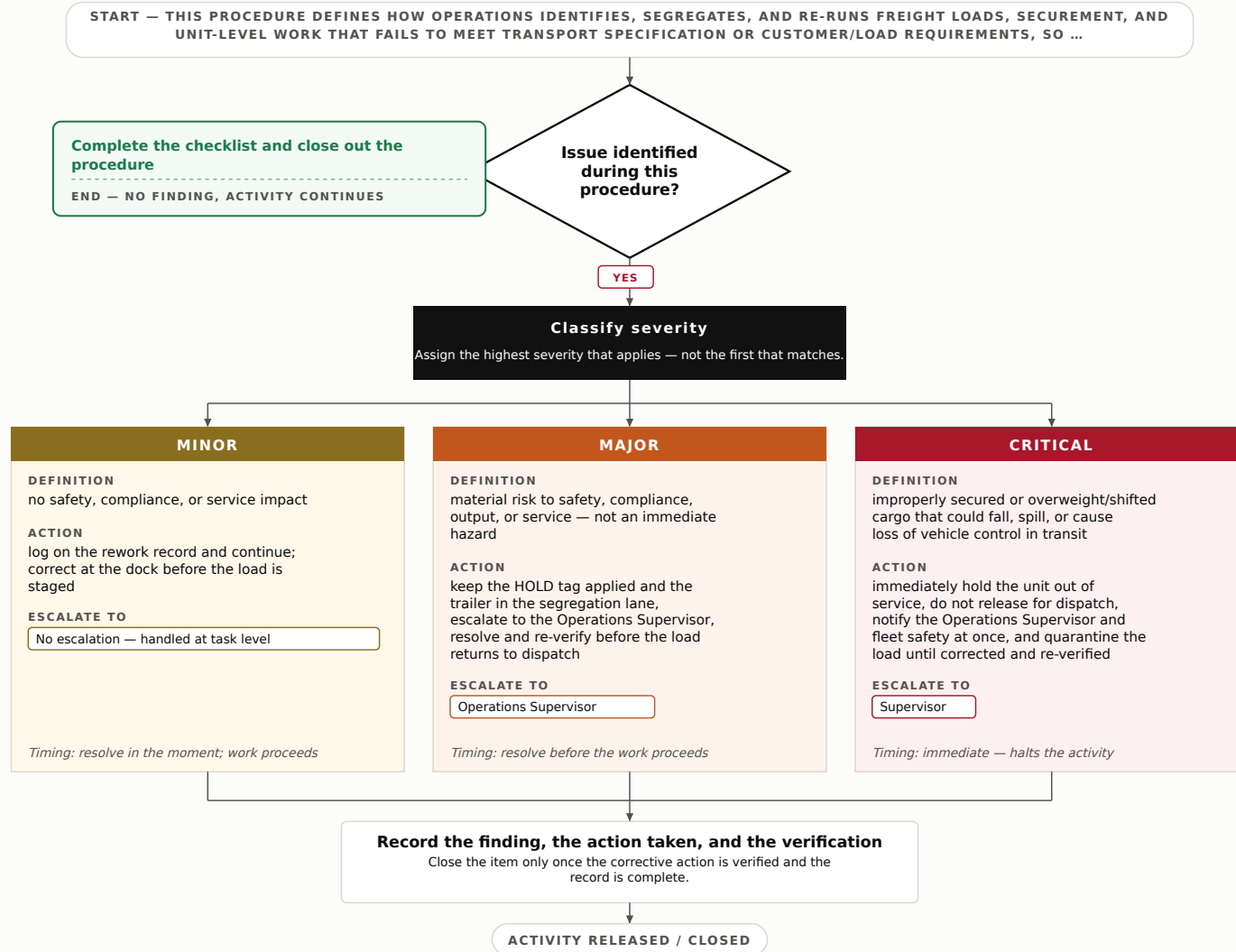


7. Step-by-Step Procedure

1. Identify the nonconformance at dock or pre-dispatch check (e.g., loose securement, cargo shift, mislabeled/misloaded freight, damaged pallet, out-of-spec weight distribution).
2. Immediately apply a red "HOLD — NONCONFORMING" tag to the trailer or unit and record trailer/load number, driver, and defect description on the hold log.
3. Move or spot the affected trailer to the designated segregation lane so it is not staged for dispatch; chock and immobilize if crew must enter.
4. Classify severity per Section 8 and notify the Operations Supervisor.
5. Confirm rework authorization is granted per QC-016 before performing any re-run of the work.
6. Execute the rework — re-secure to 49 CFR 393 Subpart I, re-distribute or re-load freight, replace damaged dunnage, or correct labeling — using replacement securement hardware sourced per 336390 as needed.
7. Re-verify the corrected load against the original spec/BOL and securement standard; remove the hold tag only when it passes.
8. Document the nonconformance, corrective action taken, and final verification on the rework log; retain per facility records policy.

8. Decision Tree

Decision Tree — Rework & Nonconforming Work Handling



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every nonconforming load carries a HOLD tag and is physically segregated from dispatch-ready staging.
- Rework authorization (QC-016) confirmed before any re-run begins.
- Re-verified load meets 49 CFR 393 securement and matches BOL/spec before tag removal.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
HOLD tag applied and hold log entry completed		
Trailer/unit moved to segregation lane, not in dispatch staging		
Severity classified and Supervisor notified		
Rework authorization confirmed per QC-016		
Re-secured/re-loaded to 49 CFR 393 Subpart I		
Corrected load re-verified against BOL/spec		
Rework and corrective action documented		

11. KPIs

- Nonconforming loads re-verified before dispatch: 100%
- Repeat nonconformance on same load/driver: $\leq 2\%$
- Average rework turnaround time: ≤ 90 minutes per unit

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-017 — Schedule Deviation & Change Management

Estimated completion time: 20–45 minutes per deviation event

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To provide a controlled method for capturing, evaluating, and re-committing to load schedules when driver, equipment, routing, or appointment changes occur — so that delivery commitments, driver HOS limits, and dispatch integrity are preserved during any deviation.

2. Scope

Covers detection, classification, re-planning, and documentation of schedule deviations, delays, and priority shifts affecting active or planned truck movements in Operations. Excludes bottleneck response (covered under OD-015) and customer notification (covered under OD-022).

3. Responsibilities

- Dispatch Coordinator — detects and logs the deviation, re-sequences loads, and issues revised dispatch instructions within HOS constraints.
- Operations Supervisor — approves major re-commitments, authorizes priority overrides, and verifies impact on downstream commitments.
- Driver Manager — confirms driver availability, HOS remaining, and equipment status before any revised commitment is accepted.

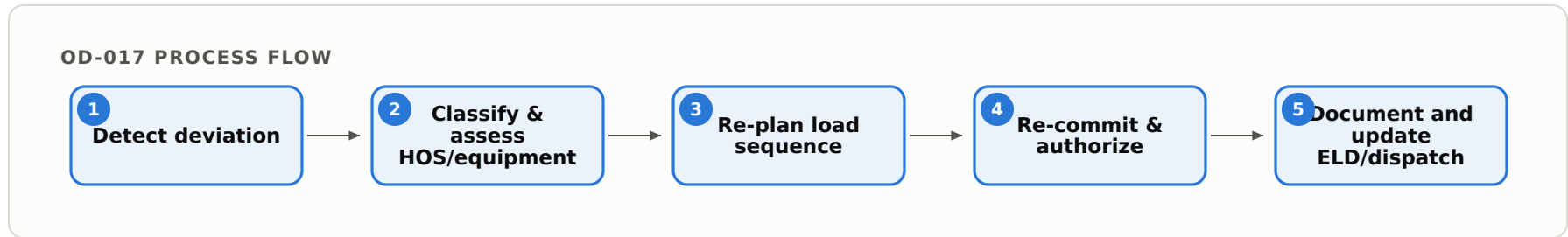
4. Required PPE & Lockout/Tagout

- Standard facility PPE if entering the yard (hi-vis vest, safety footwear); none required for dispatch-desk coordination.
- Not applicable — no hazardous energy involved; this is a coordination and records task.

5. Regulatory References

- 49 CFR 395 (Hours of Service of Drivers) and ELD recordkeeping requirements
- 49 CFR 390 (FMCSA General Applicability / records)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow



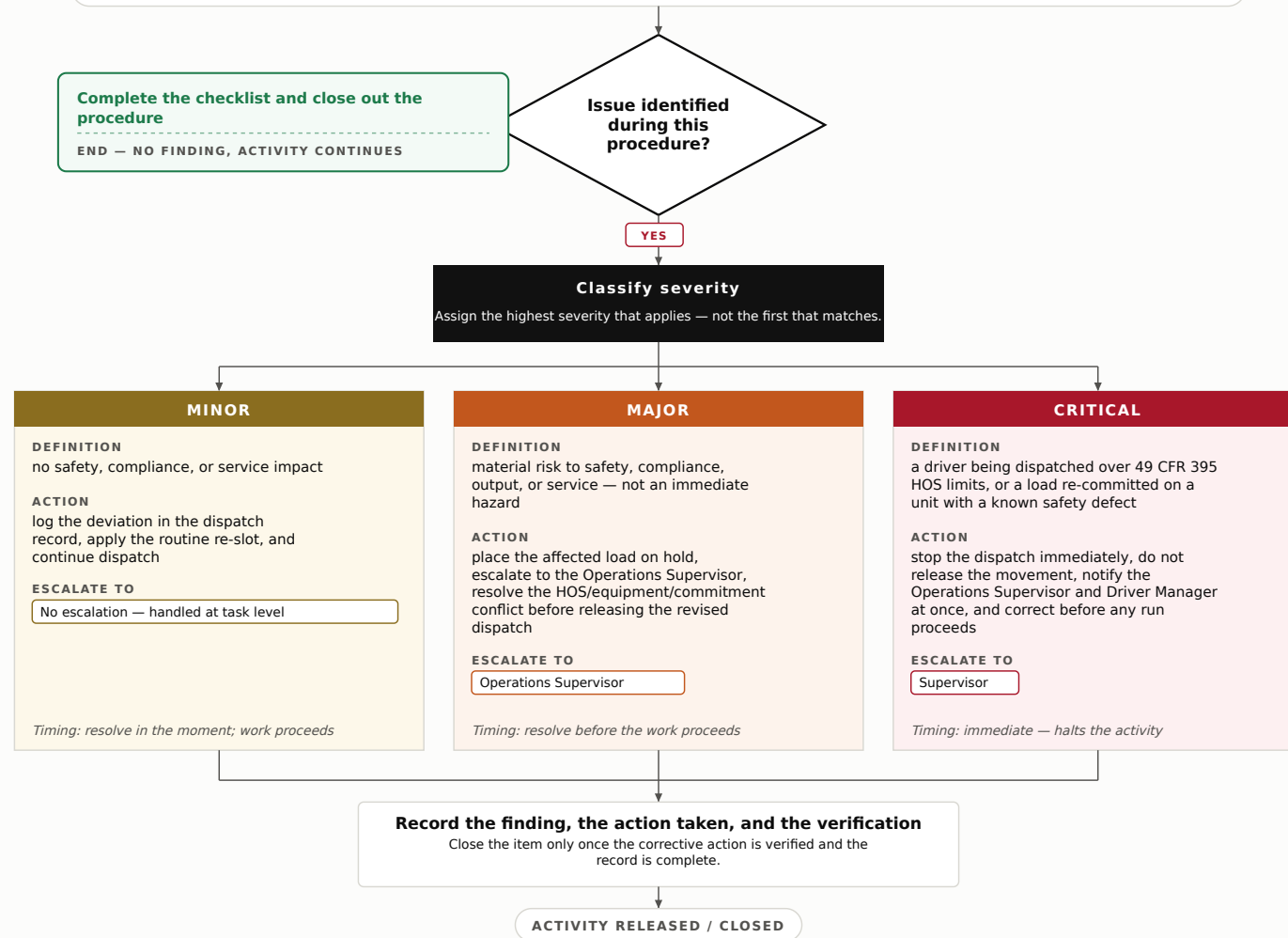
7. Step-by-Step Procedure

1. Detect the deviation from ELD alerts, driver check-call, breakdown report, appointment change, or priority-shift request; timestamp it in the dispatch log.
2. Identify affected load(s), driver(s), tractor/trailer units, and the original committed delivery windows.
3. Verify remaining HOS for each affected driver against 49 CFR 395 limits before proposing any revised plan.
4. Assess equipment availability — confirm tractor, trailer, and any parts/tire status with the Driver Manager where a breakdown is involved.
5. Re-plan the load sequence: re-slot appointments, reassign drivers, or adjust routing while preserving all HOS margins.
6. Obtain Operations Supervisor authorization for any major re-commitment or priority override; record the approving name.
7. Issue revised dispatch instructions to the driver and confirm read-back/acknowledgement.
8. Document the deviation, classification, revised commitment, and approvals in the dispatch record and update the ELD/status board.

8. Decision Tree

Decision Tree — Schedule Deviation & Change Management

START — TO PROVIDE A CONTROLLED METHOD FOR CAPTURING, EVALUATING, AND RE-COMMITTING TO LOAD SCHEDULES WHEN DRIVER, EQUIPMENT, ROUTING, OR APPOINTMENT CHANGES OCCUR — SO THAT DELIVERY COMMITMENTS, DRIVER ...

**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- All affected drivers verified within HOS limits before revised dispatch is issued
- Revised commitment reconciled against downstream delivery window and channel (423120)
- Supervisor authorization recorded for every major re-commitment
- Zero unresolved Critical findings

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Deviation timestamped and logged in dispatch record		
HOS remaining verified against 49 CFR 395 for all affected drivers		
Equipment/unit status confirmed for reassigned load		
Revised load sequence preserves committed windows		
Supervisor authorization obtained for major re-commitment		
Driver acknowledged revised dispatch instructions		
ELD/status board updated to match revised plan		

11. KPIs

- Deviations logged within 15 minutes of detection $\geq 95\%$
- Revised commitments issued within HOS limits (zero violations) 100%
- On-time recovery of re-committed loads $\geq 90\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-018 — Subcontractor & Vendor Coordination

Estimated completion time: 45-90 minutes per coordination cycle (per subcontractor engagement)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure governs how the Operations team engages, tasks, and monitors external providers — interline carriers, owner-operators, drayage subcontractors, mobile fuel and tire vendors, and parts suppliers — who perform a segment of a load movement or supply a resource on our behalf. It ensures every external provider is authorized, insured, and tracked so committed freight moves on schedule without compliance gaps.

2. Scope

Covers vendor qualification, dispatch handoff, load-tender coordination, status tracking, and coordination close-out for subcontracted carriers and material vendors supporting Operations. Excludes contractor maintenance supervision, which is covered under MD-018, and contractor safety orientation and job-site safety controls, which are covered under SD-023.

3. Responsibilities

- Operations Dispatcher — tenders loads to subcontracted carriers, confirms pickup/delivery windows, tracks in-transit status, and logs each coordination event.
- Vendor Coordination Lead — verifies carrier authority, insurance, and agreement status before any tender; approves new providers; resolves escalations.
- Operations Manager — owns the approved-vendor list, authorizes Critical-tier actions, and signs off on coordination close-out.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (hi-vis vest, safety footwear) when meeting vendors at the yard or dock; office-based coordination requires none.
- Not applicable — no hazardous energy involved. This is an administrative coordination task.

5. Regulatory References

- 49 CFR Part 376 (Lease and Interchange of Vehicles) — governs written agreements with subcontracted carriers.
- 49 CFR §387.7 / §387.9 (Financial Responsibility — minimum insurance for for-hire motor carriers).
- 49 CFR Part 365 / FMCSA operating authority (MC/DOT number verification for subcontracted carriers).
- Internal Vendor Coordination Policy (approved-vendor list governance).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

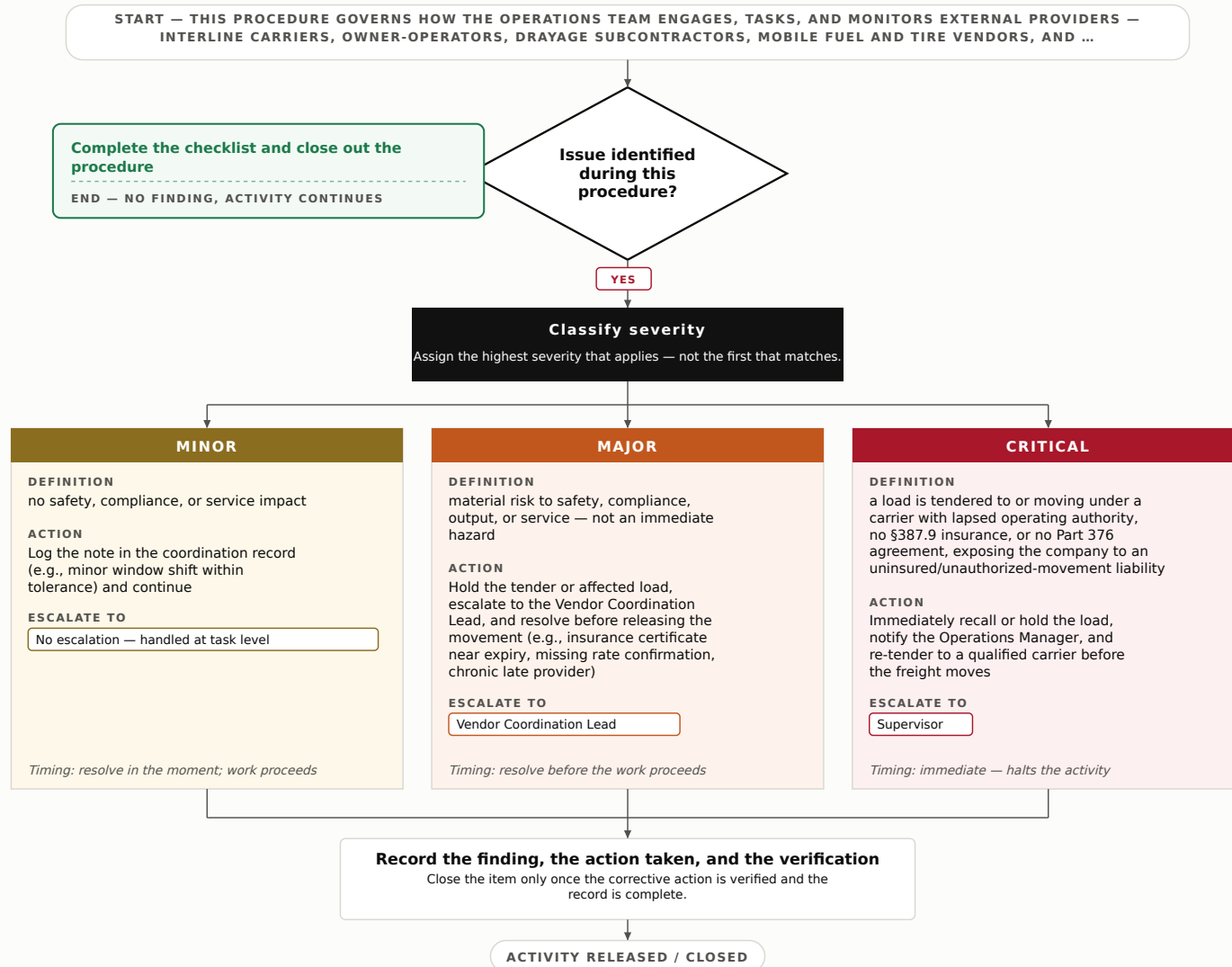


7. Step-by-Step Procedure

1. Confirm the provider is on the approved-vendor list and that operating authority (MC/DOT active), FMCSA safety rating, and a current insurance certificate meeting §387.9 minimums are on file and unexpired.
2. Confirm a signed Part 376-compliant lease/interchange or broker-carrier agreement is in place before tendering any load; do not tender to an unagreed carrier.
3. Tender the load or issue the vendor order specifying commodity, weight, equipment type, pickup/delivery windows, and any accessorial terms; record the rate confirmation number.
4. Obtain explicit acceptance from the subcontracted carrier or vendor and confirm driver/asset assignment and the committed appointment window.
5. Track execution against committed milestones (pickup, in-transit checkpoints, delivery) using the dispatch board; log exceptions as they occur.
6. Coordinate resolution of delays, missed windows, or supply shortfalls with the provider; notify the affected customer contact where service impact is confirmed.
7. Reconcile completed movement against the tender (proof of delivery, accessorials, mileage) and confirm vendor invoicing matches the agreed rate.
8. Document the coordination record — vendor ID, tender number, milestones, exceptions, and close-out — in the operations system.

8. Decision Tree

Decision Tree — Subcontractor & Vendor Coordination



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Authority, insurance, and agreement verified current before every tender.
- Vendor acceptance and committed window confirmed and logged prior to pickup.
- All in-transit exceptions logged and communicated to the affected customer where service is impacted.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Provider on approved-vendor list		
MC/DOT authority active & safety rating acceptable		
Insurance certificate current, meets \$387.9 minimums		
Part 376 / broker-carrier agreement signed and on file		
Tender/rate confirmation issued and accepted		
Pickup/delivery windows confirmed with provider		
Coordination record documented and closed out		

11. KPIs

- On-time vendor acceptance of tenders $\geq 95\%$.
- Tenders to non-compliant (authority/insurance/agreement) providers = 0.
- Coordination records fully documented and closed within 24 hours of delivery $\geq 98\%$.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-019 — Interdepartmental Coordination Review

Estimated completion time: 45-90 minutes per coordination cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes a recurring review in which Operations aligns load planning, dispatch, and equipment availability with the other functions that touch the same freight and customer commitments — Safety/Compliance, Customer Service/Billing, and Maintenance. It prevents duplicated or conflicting instructions to drivers, tractors, and trailers, and ensures every committed movement is deliverable within legal and equipment constraints.

2. Scope

Covers the scheduled cross-department coordination touchpoint for active and pending loads at an Operations dispatch/planning function, spanning truckload, LTL, specialized, household/office moving, and freight arrangement operations. Excludes none — this module is self-contained within OD as the cross-department coordination overview; where a hand-off affects driver qualification or hours-of-service records, acknowledge and route to the owning function without authoring its steps here.

3. Responsibilities

- Operations Coordinator (Dispatch Lead) — chairs the review, reconciles load board against equipment/driver availability, records action items and owners.
- Safety & Compliance Representative — confirms driver hours-of-service headroom, hazmat/permit status, and any equipment out-of-service holds affect planning.
- Customer Service / Billing Liaison — confirms committed pickup/delivery windows, appointment changes, accessorial commitments, and brokered/arranged-load partner status.

4. Required PPE & Lockout/Tagout

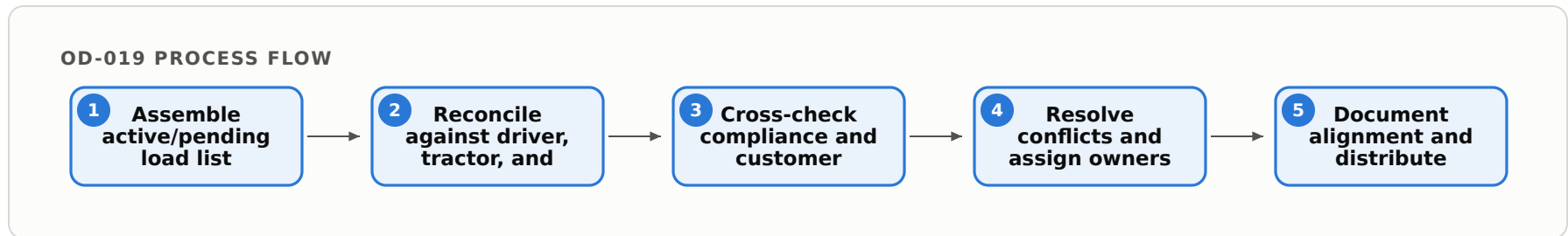
- Standard office/facility PPE; high-visibility vest and closed-toe footwear if the review is conducted on the yard or dock.
- Not applicable — no hazardous energy involved; this is an administrative coordination task. Any equipment lockout is handled by Maintenance, not here.

5. Regulatory References

- 49 CFR Part 390 (FMCSA General Requirements — motor carrier applicability and marking).
- 49 CFR Part 395 (Hours of Service of Drivers) — informs feasible dispatch commitments across all carrier members.

- 49 CFR Part 375 applies specifically to household goods movers (e.g., estimate/service commitments); freight-arrangement brokers reference 49 CFR Part 371 — cited as member-specific examples, not the governing frame.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

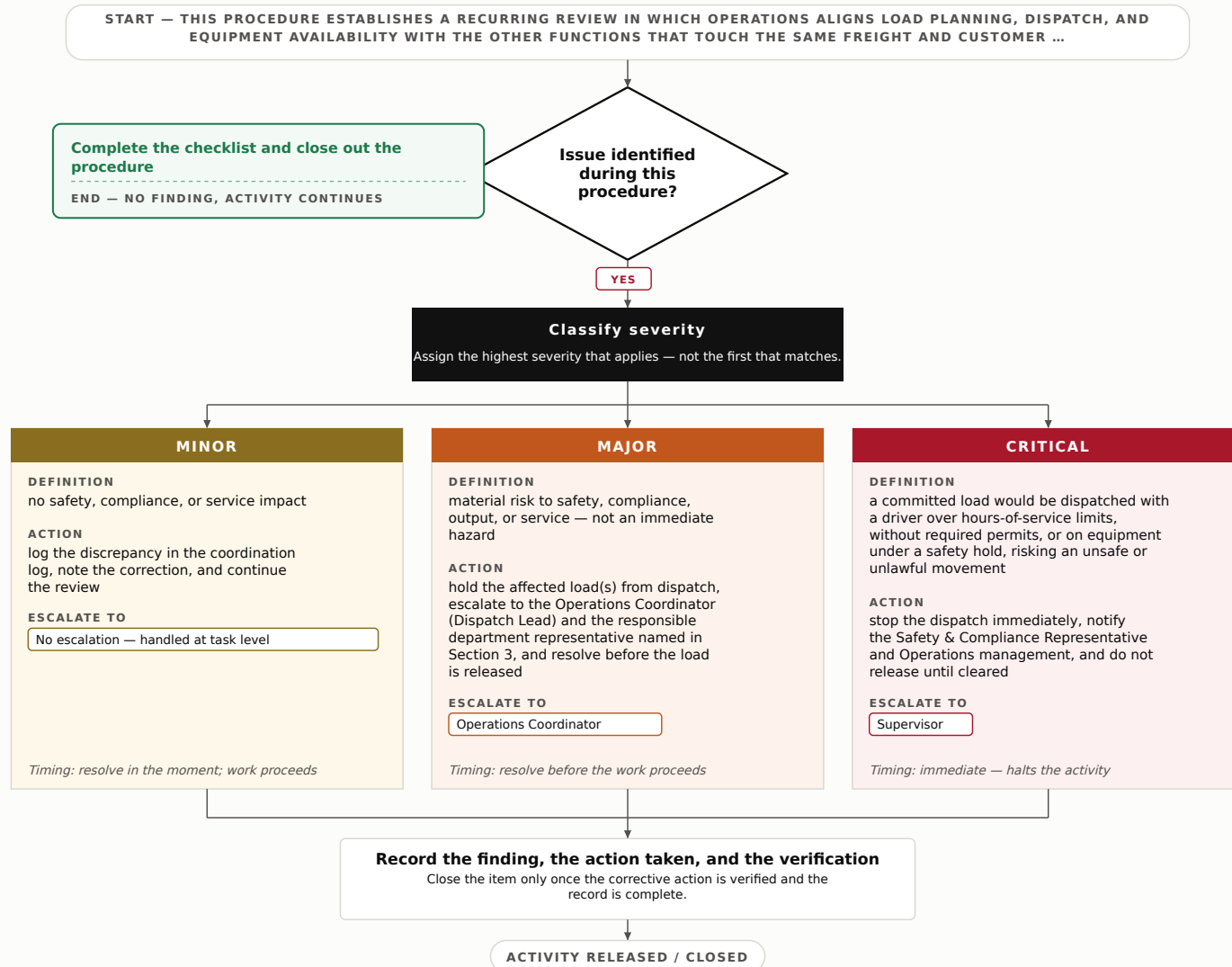


7. Step-by-Step Procedure

1. Pull the current load board and pending-order queue; list every committed and tentative movement with its pickup/delivery window.
2. Reconcile each load against available drivers (qualification and hours-of-service headroom), tractors (336120-sourced units), and trailers appropriate to the freight type.
3. With the Safety & Compliance Representative, flag any load lacking legal driving time, valid permits, or requiring equipment currently on a Maintenance hold.
4. With the Customer Service / Billing Liaison, confirm each committed window, appointment change, accessorial, and the status of any brokered or arranged loads and partner carriers.
5. Identify conflicts (double-booked equipment, infeasible timing, missing permits) and classify each per Section 8.
6. Assign a single owner and due time to each open item; confirm no load is committed that cannot be legally and physically served.
7. Publish the reconciled plan to dispatch, drivers, and affected departments; confirm receipt.
8. Record the review outcome, all action items with owners, and unresolved items in the coordination log.

8. Decision Tree

Decision Tree — Interdepartmental Coordination Review



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every active and pending load reconciled against driver, tractor, and trailer availability.
- All committed customer windows confirmed feasible within hours-of-service and permit limits.
- Each open action item has a single named owner and due time.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Full load list (active + pending) assembled and reviewed		
Driver hours-of-service headroom confirmed for each load		
Tractor/trailer availability matched to freight type		
Permits/hazmat/moving-service commitments verified where applicable		
Brokered/arranged-load partner status confirmed		
All conflicts assigned an owner and due time		
Reconciled plan distributed and receipt confirmed		

11. KPIs

- Loads reconciled per review cycle: 100% of active + pending.
- Coordination-related service failures (missed/late commitments traced to misalignment): $\leq 2\%$ of loads.
- Open action items closed by next scheduled review: $\geq 95\%$.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

Phase 4 — Completion & customer handoff

OD-020 — Job / Order Completion Verification

Estimated completion time: 20–45 minutes per load/order

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure confirms that a completed freight movement or drayage job meets the customer order specification — correct cargo, quantity, destination, securement, and paperwork — before the load is turned over to the downstream channel. It prevents rework, chargebacks, and rejected deliveries.

2. Scope

Covers verification of completed job/order elements against the dispatch order and bill of lading for outbound truck movements at this operation. Excludes final inspection of cargo condition (covered under QC-012) and formal customer release/sign-off (covered under QC-013).

3. Responsibilities

- Operations Dispatcher — reconciles the completed job against the original dispatch order and BOL, initiates the verification.
- Driver / Yard Coordinator — confirms cargo count, securement, and destination readiness on the unit prior to release.
- Operations Supervisor — resolves discrepancies, authorizes hand-off to QC-013, signs off completion.

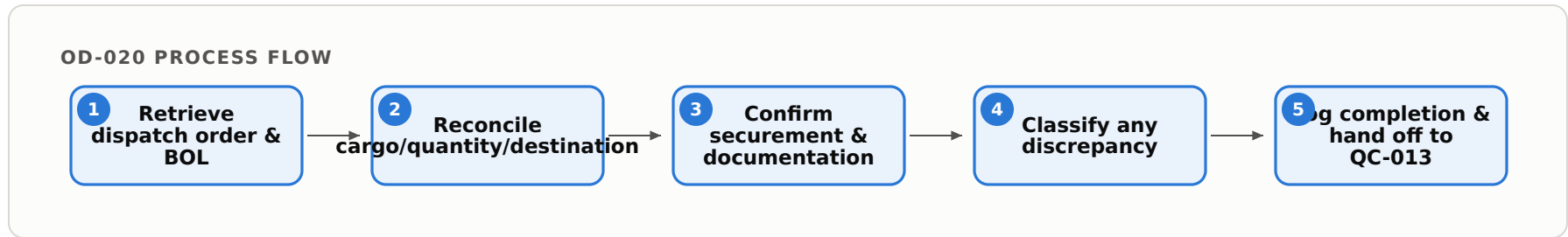
4. Required PPE & Lockout/Tagout

- Standard facility PPE — hi-vis vest, safety footwear, gloves when handling straps/chains or checking load securement in the yard.
- Not applicable — no hazardous energy involved; unit is parked, keyed off, and chocked during verification.

5. Regulatory References

- 49 CFR 393.100–393.136 (FMCSA Cargo Securement Standards)
- 49 CFR 373 (Receipts and Bills of Lading)
- 49 CFR 390.21 (Marking of vehicles / carrier identification)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

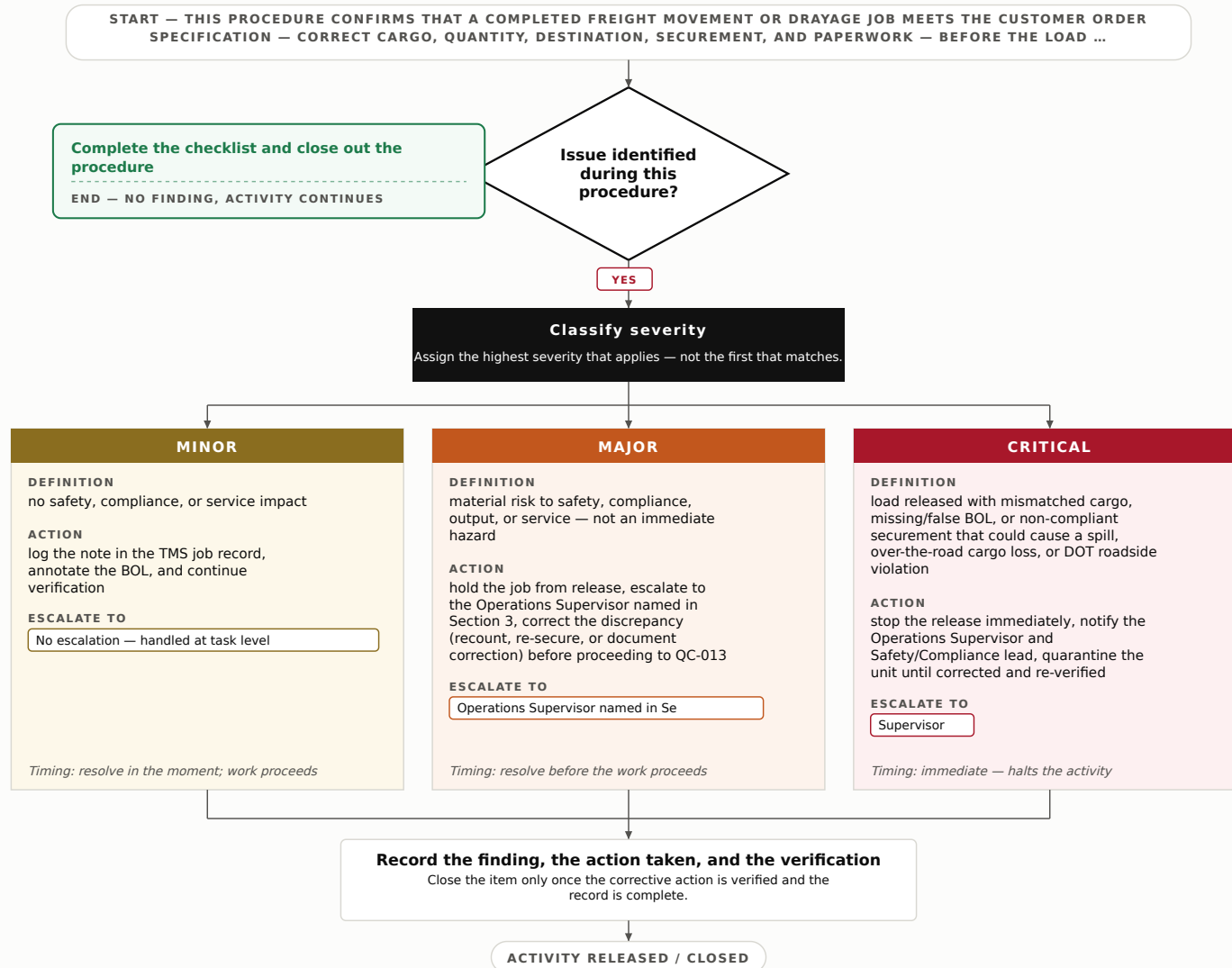
6. Process Flow



7. Step-by-Step Procedure

1. Retrieve the original dispatch order, bill of lading (per 49 CFR 373), and any customer-specific delivery instructions for the completed job.
2. Confirm the piece/pallet/unit count on the manifest matches the cargo actually loaded or delivered; note any short/over condition.
3. Verify destination, consignee, and appointment/delivery window against the dispatch order.
4. Confirm cargo securement is intact and compliant with 49 CFR 393.100–393.136 (straps, chains, blocking, tie-down count) for the trip stage.
5. Confirm all required documents are complete and legible — BOL, seal numbers, weight ticket, hazmat papers if applicable.
6. Reconcile any accessorial or special-handling requirements from the order (temperature, hazmat, oversize permits) as fulfilled.
7. Classify and route any discrepancy per the Decision Tree before authorizing hand-off.
8. Record verification result, timestamp, and verifier in the dispatch/TMS log and hand off to formal release (QC-013).

8. Decision Tree

Decision Tree — Job / Order Completion Verification**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Cargo count and consignee match the dispatch order and BOL.
- Securement verified against 49 CFR 393 for the applicable cargo type.
- All required documentation complete, legible, and attached to the job record.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Cargo count matches dispatch order / BOL		
Consignee and destination correct		
Delivery window / appointment met		
Securement compliant (49 CFR 393)		
BOL, seal, and weight ticket complete		
Special-handling / accessorial requirements fulfilled		
Verification logged in TMS with timestamp		

11. KPIs

- Order completion accuracy $\geq 99\%$
- Discrepancies caught before release $\geq 98\%$
- Customer chargebacks from verification misses $\leq 0.5\%$ of loads

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-021 — Delivery / Service Turnover

Estimated completion time: 20-45 minutes per consignment turnover

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure governs the controlled release of finished freight consignments and completed line-haul service to the receiving customer or downstream party (e.g., motor vehicle parts wholesalers), ensuring cargo integrity, seal continuity, and accurate turnover of custody at the destination point.

2. Scope

Covers the physical and administrative turnover of delivered freight — seal verification, condition confirmation, count reconciliation, and custody transfer to the consignee — at the delivery point. Excludes loading/dispatch, which is covered under SH-014, and proof-of-delivery capture, which is covered under SH-024.

3. Responsibilities

- Delivery Driver / Operator — verifies seal integrity and cargo condition at turnover, reconciles piece count with the consignee, and reports discrepancies.
- Operations Dispatcher — confirms consignee readiness, authorizes release, and coordinates hold/return instructions on flagged consignments.
- Terminal Operations Supervisor — reviews escalated turnover exceptions, approves conditional releases, and signs off on completed turnover records.

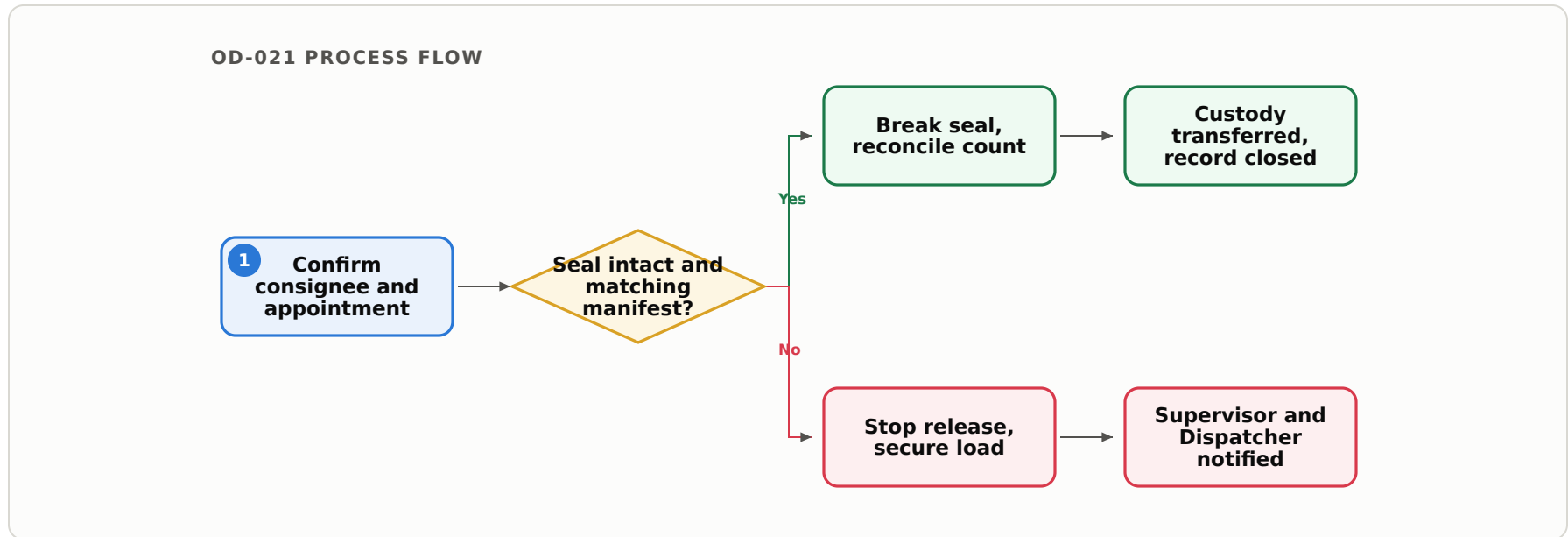
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest, safety footwear, gloves; hard hat where posted at consignee docks.
- Not applicable — no hazardous energy involved in the custody-transfer task itself; follow consignee dock rules for any dock-leveler or restraint interlocks operated by dock staff.

5. Regulatory References

- 49 CFR 373 (Receipts and Bills of Lading) — carrier obligations at delivery.
- 49 CFR 393 / 392.9 (Cargo securement condition through end of transit).
- 49 CFR 375 (Transportation of household goods) where applicable; general FMCSA operating authority under 49 CFR 390.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

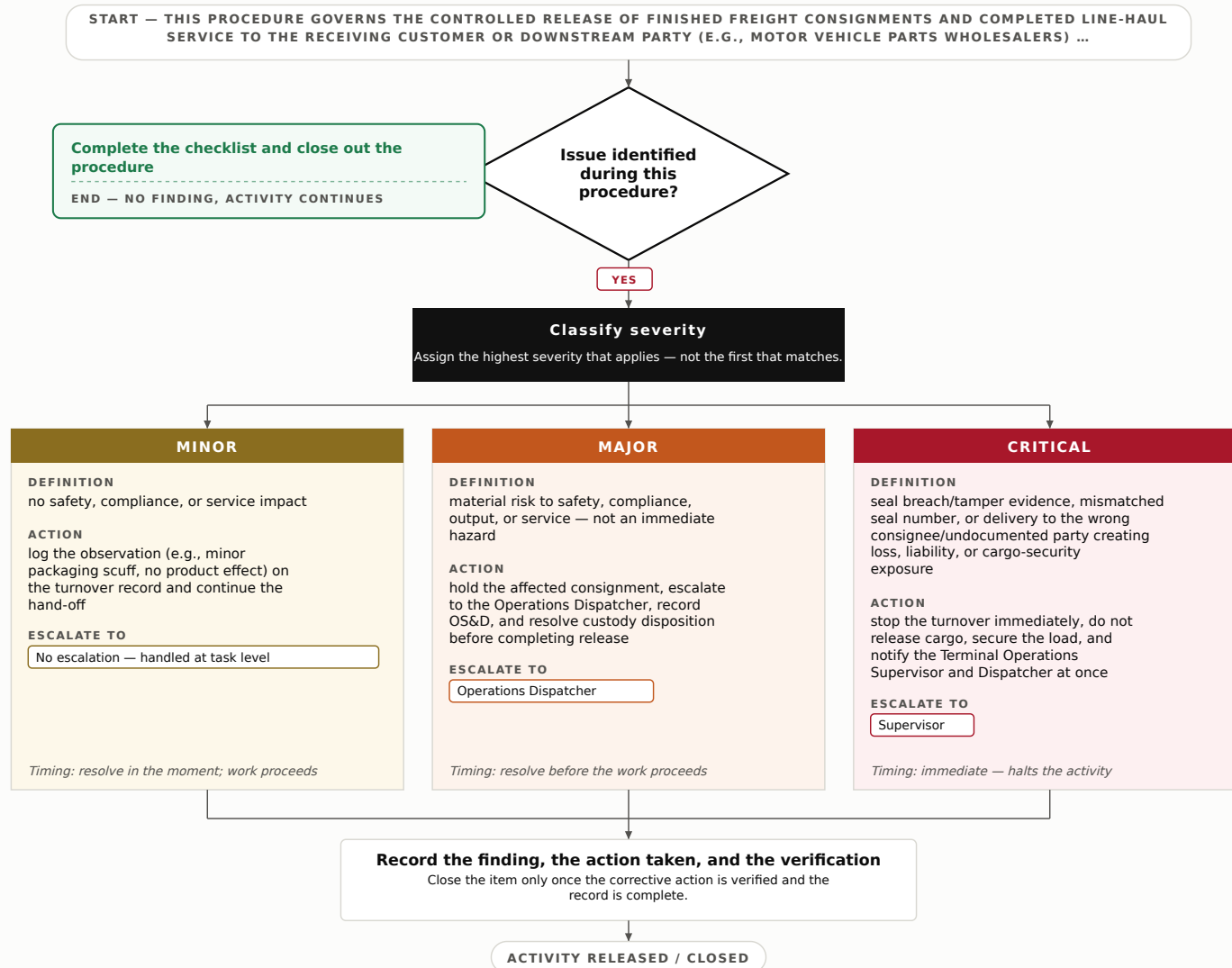
6. Process Flow



7. Step-by-Step Procedure

1. Confirm the delivery point, consignee identity, and appointment window against dispatch instructions before positioning.
2. Verify the trailer/container seal number against the manifest and confirm the seal is intact and unbroken prior to opening.
3. Break the seal in the presence of the receiving party where required, recording the removed seal number.
4. Conduct a visual condition inspection of the cargo for shift, damage, water ingress, or contamination against securement expectations.
5. Reconcile the piece/pallet count with the consignee and note any overage, shortage, or damage (OS&D) on the delivery record.
6. Complete physical custody transfer to the consignee, confirming acceptance of goods in stated condition.
7. Flag and hold any disputed or damaged items per the Decision Tree; do not release contested cargo without dispatcher authorization.
8. Document the turnover — seal numbers, count, condition notes, and exception codes — and route completed record for closeout (POD capture per SH-024).

8. Decision Tree

Decision Tree — Delivery / Service Turnover**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Seal number verified intact and matched to manifest before opening.
- Cargo condition inspected and OS&D reconciled with consignee.
- Custody transfer confirmed with authorized receiving party only.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Consignee identity and delivery point confirmed		
Seal number matches manifest and is intact		
Cargo condition free of damage/shift/contamination		
Piece/pallet count reconciled with receiver		
OS&D exceptions recorded where applicable		
Custody transferred to authorized party		
Turnover record completed and routed		

11. KPIs

- Seal-match verification rate: 100% of consignments.
- Turnover completed within appointment window: $\geq 95\%$.
- OS&D exceptions per 100 deliveries: ≤ 2 .

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-022 — Customer Communication & Status Notification

Estimated completion time: 10-30 minutes per shipment update cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures customers receiving freight movements are kept informed of shipment status, schedule changes, delays, exceptions, and confirmed delivery/completion. Timely, accurate communication protects service commitments and preserves the customer relationship across the transit lifecycle.

2. Scope

Covers proactive and reactive status notifications for active loads — pickup confirmation, in-transit milestones, ETA changes, exception alerts (breakdown, detention, weather, HOS), and proof-of-delivery closeout — to consignees and freight parts wholesaler customers. Excludes complaint intake, which is covered under OD-023, and quality complaint investigation, which is covered under QC-021.

3. Responsibilities

- Dispatch Coordinator (OD) — Issues status updates, monitors ELD/telematics feed, initiates exception notifications, and logs all customer contacts.
- Operations Supervisor (OD) — Approves customer-facing communication on Major/Critical delays and authorizes revised ETAs and service-recovery messaging.
- Driver — Reports pickup, in-transit, and delivery milestones and exceptions to Dispatch through the in-cab device or telephone.

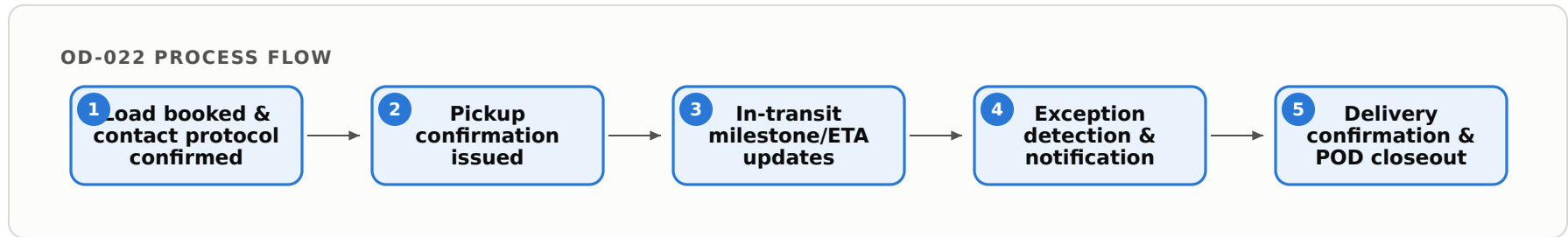
4. Required PPE & Lockout/Tagout

- Standard facility PPE (office/dispatch environment; no task-specific PPE required).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 395 (Hours of Service — status/ETA impact of driver availability)
- 49 CFR Part 390 (FMCSA general requirements — carrier records)
- Internal Customer Communication & Records Retention Policy
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

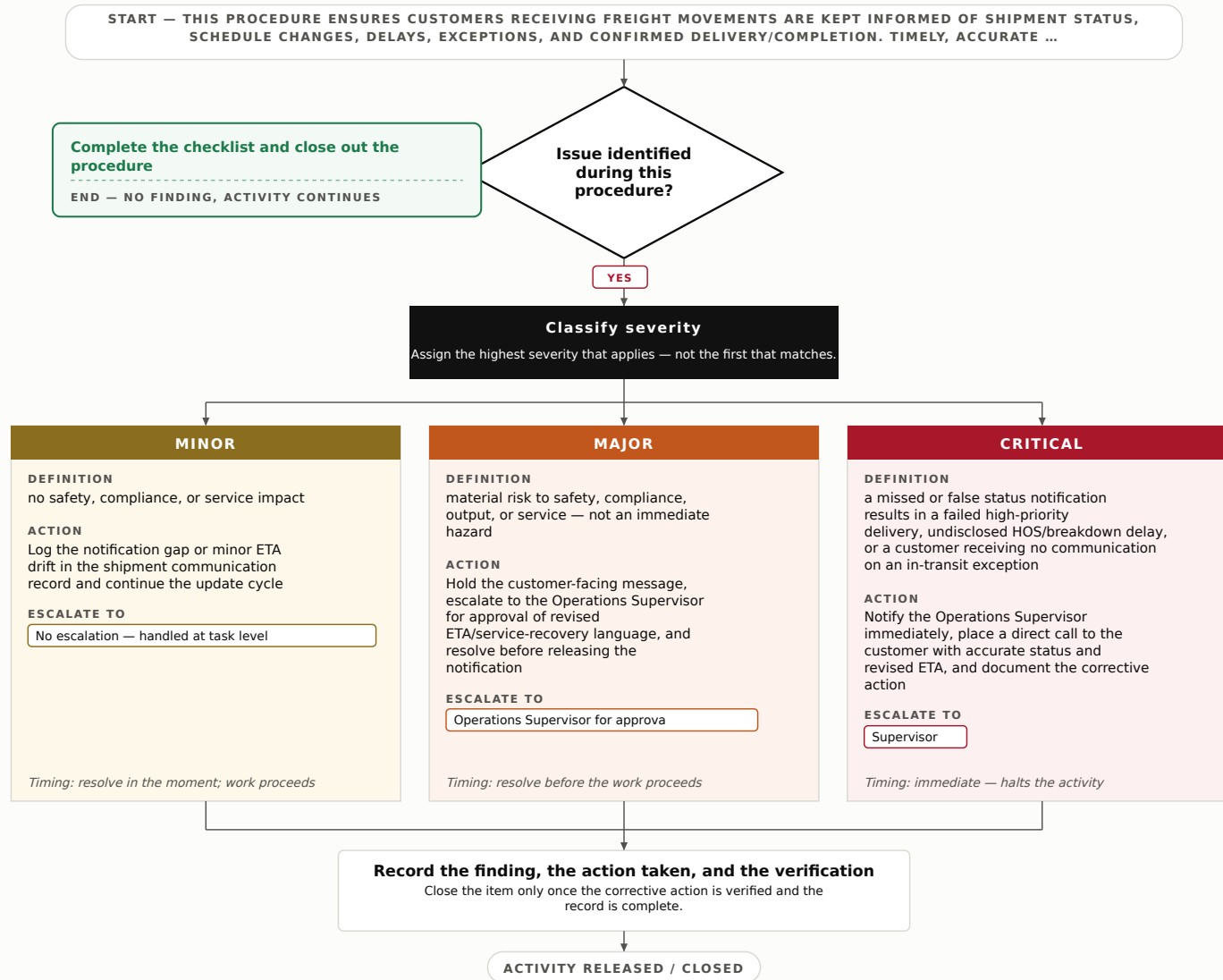
6. Process Flow



7. Step-by-Step Procedure

1. At load assignment, confirm the customer's designated contact, preferred channel (phone/email/EDI/portal), and required notification triggers per the account profile.
2. Issue pickup confirmation to the customer once the driver reports load secured, including load reference, commodity, and initial ETA drawn from ELD/routing.
3. Monitor the telematics/ELD feed for position, HOS clock, and ETA drift throughout transit.
4. Push scheduled in-transit milestone updates (departure, midpoint, approaching-delivery) at intervals defined in the account profile.
5. On any exception (breakdown, detention, weather hold, HOS-mandated stop, reroute), classify severity per Section 8 and notify the customer with cause, revised ETA, and next update time.
6. Obtain Operations Supervisor approval before releasing any Major/Critical delay message or revised delivery commitment.
7. On delivery, confirm completion with the customer, transmit proof-of-delivery, and note any consignee remarks (route non-conforming remarks to OD-023 for intake).
8. Log every notification — timestamp, channel, recipient, content, and response — in the shipment communication record and retain per policy.

8. Decision Tree

Decision Tree — Customer Communication & Status Notification**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Verify customer contact, channel, and trigger profile match the current account record before first notification.
- Confirm every issued ETA reconciles with live ELD/telematics data at time of send.
- Confirm delivery confirmation and POD were transmitted and acknowledged.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Customer contact & preferred channel confirmed		
Pickup confirmation issued to customer		
In-transit milestone updates sent at required intervals		
Exceptions notified with cause and revised ETA		
Supervisor approval obtained for Major/Critical delays		
Delivery confirmation & POD transmitted		
All contacts logged in communication record		

11. KPIs

- On-time status notification rate $\geq$ 98% of required triggers
- Exception notification issued within 30 minutes of detection $\geq$ 95%
- Delivery/POD confirmation to customer within 60 minutes of delivery $\geq$ 97%

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-023 — Customer Feedback & Complaint Intake

Estimated completion time: 15-30 minutes per intake event

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

To provide a consistent, auditable method for capturing, logging, and routing customer feedback and complaints (freight delays, damaged cargo, billing disputes, driver conduct) so that every contact is recorded and directed to the correct owner without loss or delay.

2. Scope

Covers first-contact intake, classification, logging, acknowledgment, and routing of all inbound customer feedback and complaints across phone, email, portal, and driver relay for Operations. Excludes root-cause investigation of quality complaints, which is covered under QC-021, and corrective action, which is covered under QC-019.

3. Responsibilities

- Customer Service Representative (Intake Agent) — receives contact, records it in the complaint log, classifies severity, and issues acknowledgment to the customer.
- Operations Dispatch Supervisor — validates classification, assigns the routing owner, and confirms time-critical service or safety escalations.
- OD Compliance Coordinator — maintains the complaint log integrity, retention, and monthly reporting; audits intake completeness.

4. Required PPE & Lockout/Tagout

- Standard facility PPE only for office-based intake; hi-vis vest and safety footwear if intake occurs at the dock or yard when receiving a driver relay.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR 370 (FMCSA — Principles and Practices for Investigation and Voluntary Disposition of Loss and Damage Claims and Offsetting Charges)
- 49 CFR 379 (FMCSA — record preservation)
- Internal policy: OD Customer Complaint Handling & Records Retention Policy
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

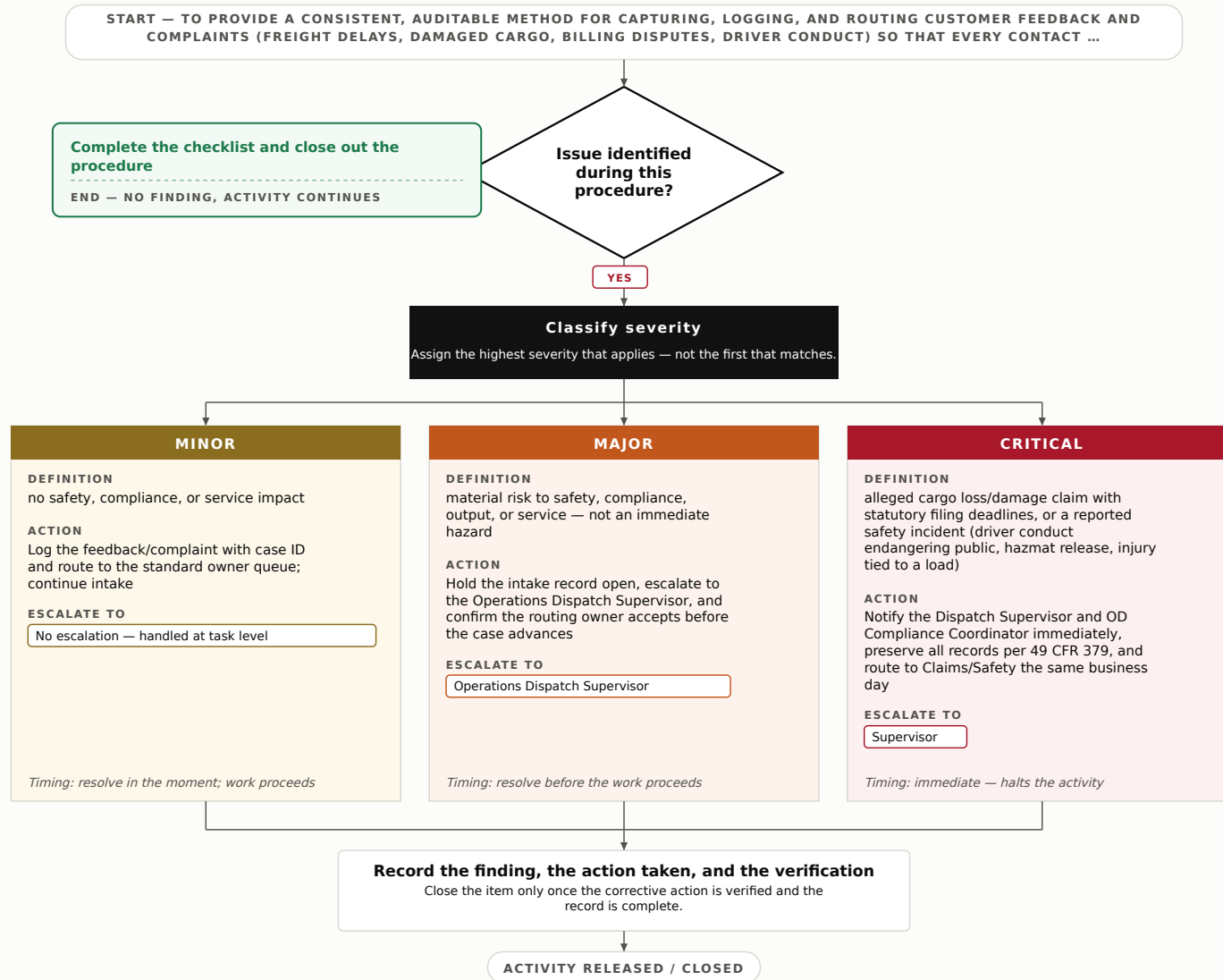
6. Process Flow



7. Step-by-Step Procedure

1. Receive the customer contact via phone, email, portal, or driver relay and confirm you are speaking with an authorized shipper/consignee representative.
2. Capture core fields: date/time, customer name, contact, BOL or load number, lane/origin-destination, and nature of feedback or complaint.
3. Create a case ID in the complaint log and record the contact channel and verbatim summary of the concern.
4. Classify the item as feedback (positive/general) or complaint, and assign severity (Minor / Major / Critical) per Section 8.
5. Issue acknowledgment to the customer with the case ID and expected next-contact timeframe.
6. Route the case to the correct owner: billing disputes to Accounts, cargo damage/loss claims to Claims (referencing QC-021 for investigation), service/lane issues to Dispatch Supervisor.
7. Confirm the owner has accepted the handoff and record the acceptance timestamp in the log.
8. Close the intake record (not the case) by documenting classification, routing, acknowledgment, and any attachments; flag open cases for the Compliance Coordinator's tracking.

8. Decision Tree

Decision Tree — Customer Feedback & Complaint Intake**READING THIS TREE**■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every contact has a unique case ID and complete core-field capture before routing.
- Severity classification validated by Dispatch Supervisor for all Major and Critical items.
- Customer acknowledgment issued with case ID and timeframe.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Case ID created and unique in complaint log		
BOL/load number and lane captured		
Severity classified per Section 8		
Customer acknowledgment sent with case ID		
Routing owner assigned and acceptance logged		
Critical items preserved & escalated same day		
Intake record complete with attachments		

11. KPIs

- Acknowledgment issued within 1 business hour of contact — $\geq 95\%$
- Complete core-field capture on first log entry — $\geq 98\%$
- Critical-item same-day escalation — 100%

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

Phase 5 — Oversight & continuity

OD-024 — Operational Incident Reporting & Response

Estimated completion time: 30-90 minutes per incident (initial report and classification); follow-up resolution may extend across shifts.

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures that operational incidents and near-misses affecting freight movement — missed pickups, load/route deviations, delivery failures, dispatch errors, cargo securement lapses, and service disruptions — are promptly reported, classified by severity, and resolved so that on-time service and DOT compliance are preserved.

2. Scope

Covers the reporting, classification, and operational response to service and dispatch incidents and near-misses within Operations at this Truck Transport operation. Excludes personal-injury and safety incident reporting, which is covered under SD-018, and equipment breakdown/mechanical failure response, which is covered under MD-009.

3. Responsibilities

- Dispatch Operations Lead — receives incident reports, assigns severity classification, and directs the operational response and hold decisions.
- Driver / Field Operator — reports the incident or near-miss at first opportunity via the dispatch channel and provides load, route, and time details.
- Operations Manager — owns escalation of Major/Critical incidents, external customer notification, and closeout verification of corrective actions.

4. Required PPE & Lockout/Tagout

- Standard facility PPE (high-visibility vest, safety footwear) when the reporting party is at a yard, dock, or roadside; office-based reporting requires none.
- Not applicable — no hazardous energy involved in the reporting and response task itself.

5. Regulatory References

- 49 CFR 390.15 (retention of accident/incident records and driver information)
- 49 CFR 395.8 (records of duty status supporting incident timelines)
- FMCSA Safety Measurement System reporting expectations for service events
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

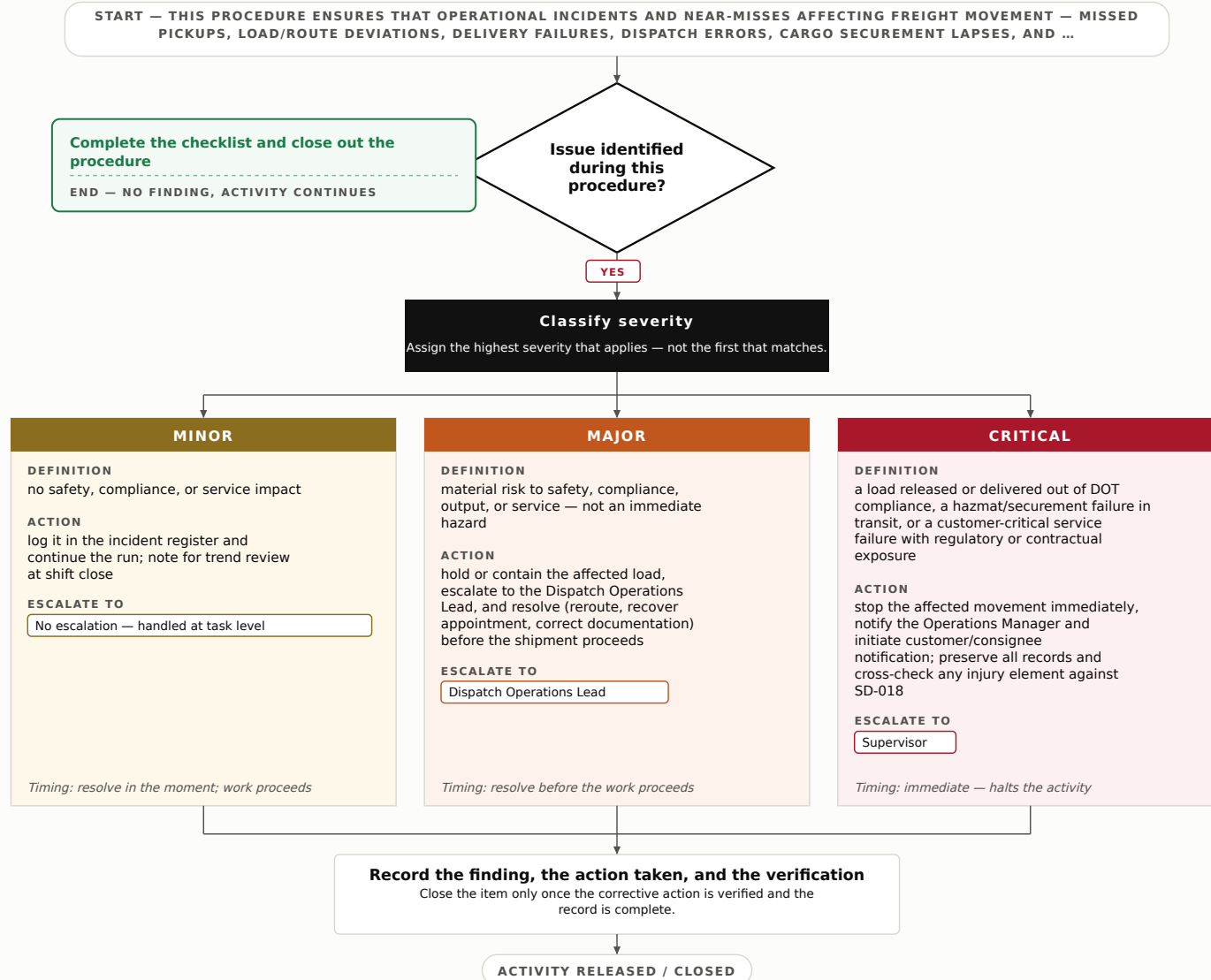


7. Step-by-Step Procedure

1. Detect the operational incident or near-miss (e.g., missed appointment window, misrouted load, securement/tarp deviation caught before departure, wrong drop, refused delivery) and report it to Dispatch at first safe opportunity.
2. Dispatch logs the report in the incident register with timestamp, driver, unit/load number, origin/destination, customer, and a factual description.
3. Capture supporting detail: load manifest reference, ELD/duty-status timeline (per 49 CFR 395.8), and any customer or consignee communication.
4. Dispatch Operations Lead classifies severity using the Decision Tree (Section 8).
5. Contain the affected load or service: hold the shipment, reroute, or notify the consignee as appropriate to prevent compounding service failure.
6. Execute the corrective response and, where required, escalate to the Operations Manager for customer notification and root-cause review.
7. Confirm resolution — load delivered, service recovered, or near-miss control implemented — and record the outcome and any preventive action.
8. Document the full incident record and retain per 49 CFR 390.15; obtain Supervisor Verification to close.

8. Decision Tree

Decision Tree — Operational Incident Reporting & Response



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every reported incident has a timestamp, load/unit reference, and named reporter within the register.
- Severity classification is assigned and recorded by the Dispatch Operations Lead.
- Corrective action and outcome are documented before closeout.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Incident logged with timestamp and reporter		
Load/unit and customer reference captured		
Severity classified per Section 8		
Affected load contained/rerouted as required		
Escalation completed for Major/Critical		
Corrective/preventive action recorded		
Record retained per 49 CFR 390.15		

11. KPIs

- Incidents logged within 60 minutes of detection — $\geq 95\%$
- Major/Critical incidents escalated within 30 minutes — 100%
- Recurring near-misses converted to preventive action within 14 days — $\geq 90\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-025 — Emergency & Business Continuity Readiness Check

Estimated completion time: 2-4 hours (quarterly review)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm the trucking operation can respond to a disruption (severe weather, terminal closure, fuel-supply interruption, dispatch-system outage, or fleet grounding) and resume freight movement with minimal downtime. This readiness check verifies that continuity documentation, contacts, and reserve resources are current and usable.

2. Scope

Covers the periodic verification of the operation's business continuity plan, disruption-response readiness records, backup dispatch/communication procedures, and reserve fleet/driver availability for the terminal. Excludes live emergency drills and incident response, which are covered under SD-015 and SD-016, and backup power systems, which are covered under ED-027.

3. Responsibilities

- Operations Manager — owns the continuity plan, approves the readiness check outcome, and authorizes corrective actions.
- Dispatch Supervisor — verifies backup dispatch/communication procedures and current driver/customer contact rosters.
- Fleet Maintenance Lead — confirms reserve tractor/trailer availability and roadworthiness status for surge or substitution needs.

4. Required PPE & Lockout/Tagout

- Standard facility PPE for any yard walk-through (hi-vis vest, safety footwear); office review portions require none.
- Not applicable — no hazardous energy involved in this verification task.

5. Regulatory References

- 49 CFR Part 390–396 (FMCSA — general operating, driver qualification, and vehicle maintenance record requirements supporting resumption readiness)
- 49 CFR 395 (Hours of Service — relevant to surge/relief driver availability)
- FEMA/DHS Ready Business continuity planning guidance (voluntary framework); internal Business Continuity Policy applies where no sector-specific mandate exists.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

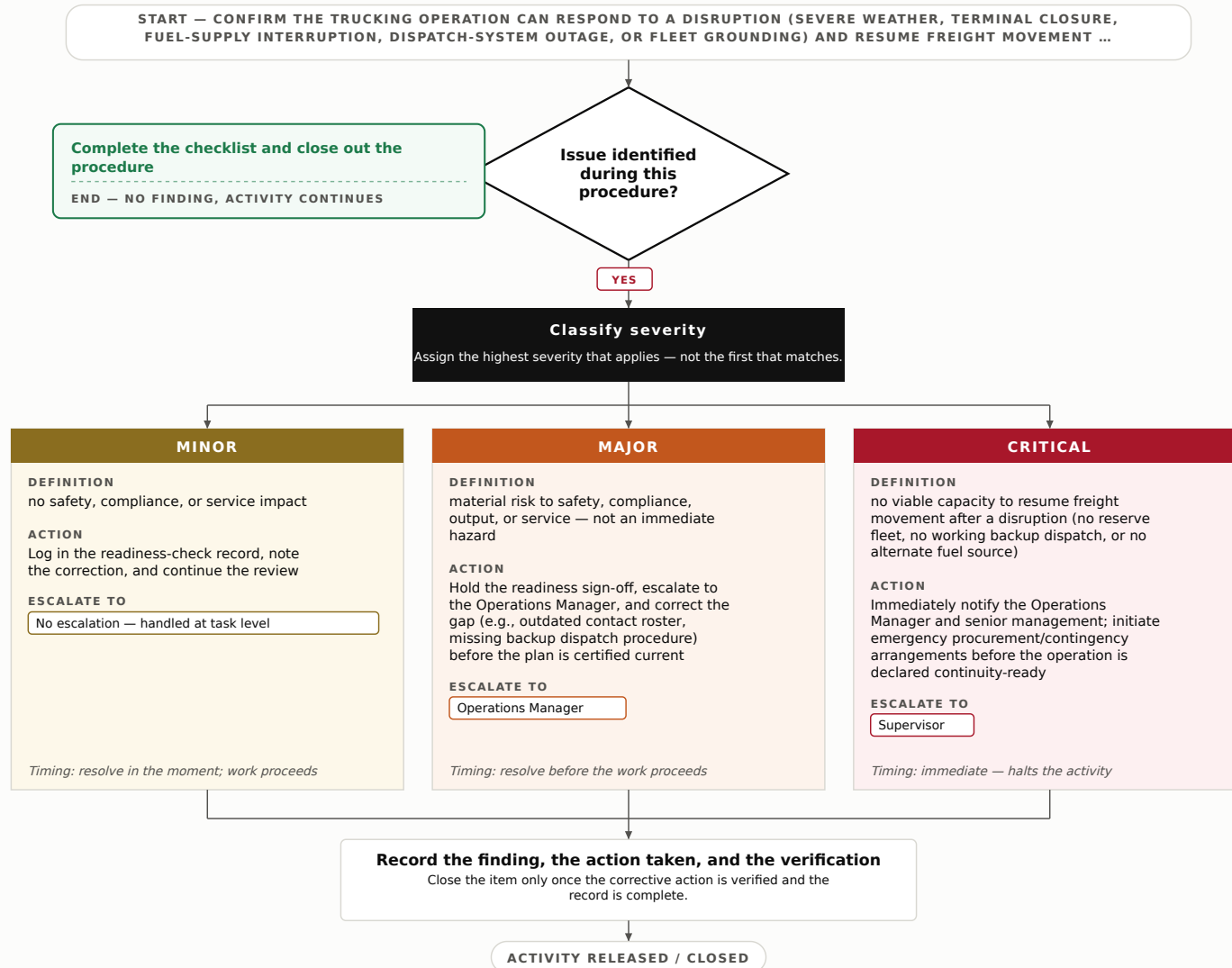


7. Step-by-Step Procedure

1. Retrieve the current Business Continuity Plan and prior readiness-check record; confirm revision date is within the review cycle.
2. Verify emergency contact rosters — drivers, dispatch, key customers, and PRIMARY suppliers (parts, tires, fuel) — are current and reachable; correct outdated entries.
3. Confirm backup dispatch and driver-communication procedures (alternate load board, radio/cell fallback, manual dispatch sheet) are documented and accessible offline.
4. Confirm alternate fuel-supply arrangements and priority-fueling contacts are on file for petroleum-refinery-sourced diesel interruptions.
5. Walk the yard with the Fleet Maintenance Lead to confirm reserve tractors/trailers are identified, roadworthy, and available for substitution or surge.
6. Verify relief/on-call driver availability aligns with Hours-of-Service limits for a resumption surge.
7. Classify any gaps found using the Decision Tree (Section 8) and assign corrective owners and due dates.
8. Record all findings, corrective actions, and sign-off in the readiness-check log; route the completed record to the Operations Manager.

8. Decision Tree

Decision Tree — Emergency & Business Continuity Readiness Check



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Continuity plan revision is current and matches active operation layout and contracts.
- All emergency contacts verified reachable within the review cycle.
- Reserve fleet/driver capacity confirmed sufficient for defined disruption scenarios.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Business Continuity Plan present and within review cycle		
Driver, dispatch, and customer contact rosters current		
Backup dispatch/communication procedure documented & accessible offline		
Alternate diesel fuel-supply contacts on file		
Reserve tractor/trailer availability confirmed roadworthy		
Relief/on-call driver list compliant with HOS limits		
Prior readiness-check corrective actions closed		

11. KPIs

- Readiness check completed on schedule: 100% of quarterly cycles.
- Emergency contact roster accuracy: $\geq 98\%$ verified reachable.
- Open Critical continuity gaps at close-out: 0.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-026 — Regulatory, License & Permit Currency Verification

Estimated completion time: 2-4 hours per verification cycle (quarterly, plus ad-hoc on filing deadlines)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Confirm that the carrier's operating authority, registrations, and state/local permits are active, unexpired, and properly filed so that trucks and drivers can be legally dispatched without interruption. This protects revenue continuity and prevents out-of-service or shutdown orders.

2. Scope

Covers currency verification of FMCSA operating authority (MC/FF/MX), USDOT registration, Unified Carrier Registration (UCR), IRP apportioned plates, IFTA fuel-tax licenses, BOC-3 process agent, and applicable state/oversize-overweight operating permits. Excludes safety regulatory compliance (CSA scores, HOS, driver qualification), which is covered under SD-028, and permit-to-work authorizations, which are covered under MD-007.

3. Responsibilities

- Compliance Coordinator — maintains the credential register, runs currency checks, and initiates renewals before expiry.
- Operations Manager — approves renewal budgets, authorizes holds on affected authority, and signs off on cycle completion.
- Dispatch Lead — confirms no truck is assigned under a lapsed or suspended authority and flags jurisdiction gaps for planned lanes.

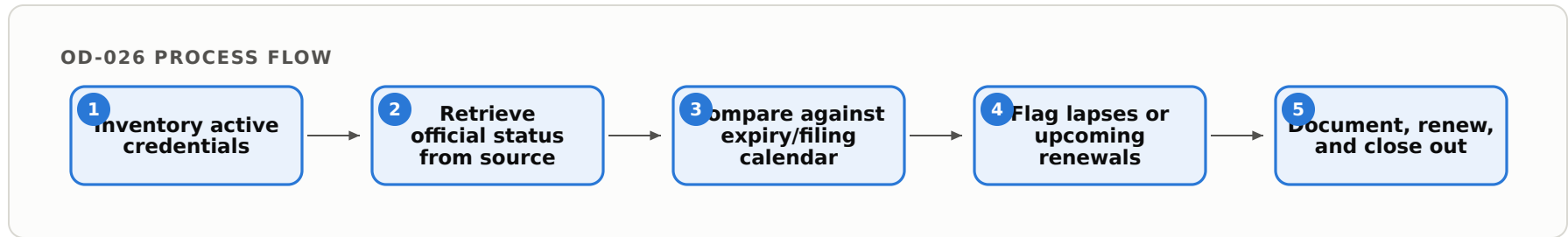
4. Required PPE & Lockout/Tagout

- Standard office PPE only; task is administrative/records-based.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 365 (FMCSA operating authority registration)
- 49 CFR Part 390 (USDOT number / general applicability)
- 49 CFR Part 367 (Unified Carrier Registration fees)
- International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) — apportioned plates and fuel-tax licensing
- 49 CFR §366 (BOC-3 designation of process agents)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

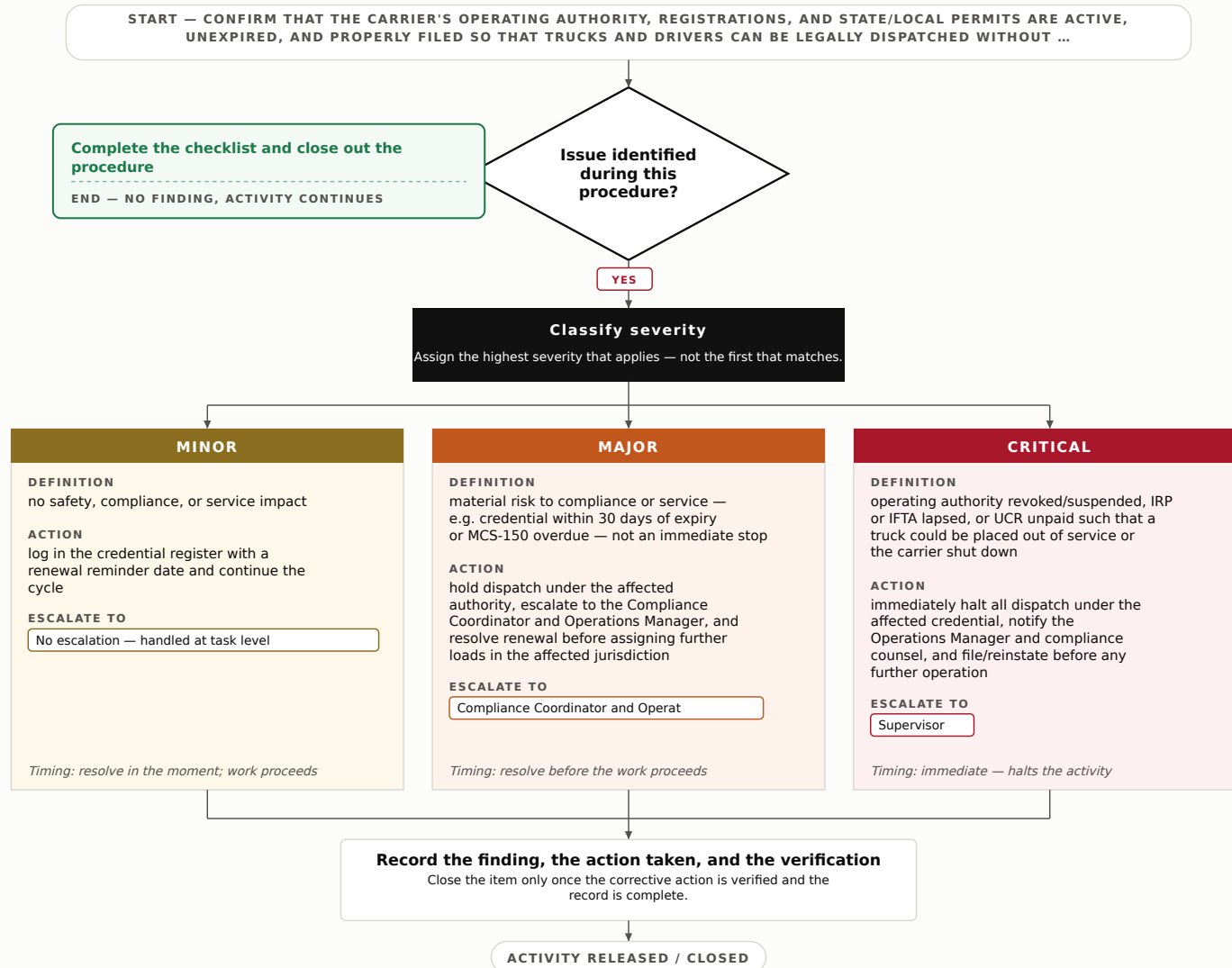


7. Step-by-Step Procedure

1. Pull the master credential register listing every operating authority, registration, and permit held (USDOT, MC number, UCR, IRP, IFTA, BOC-3, state permits).
2. Verify FMCSA operating authority status via the SAFER/FMCSA Portal — confirm authority is "Active," insurance on file, and BOC-3 designated.
3. Confirm USDOT number is active and biennial MCS-150 update is current (not more than 24 months old).
4. Verify UCR is paid for the current registration year and vehicle count matches the fleet size on record.
5. Confirm IRP apportioned plates and IFTA license/decals are current for all base-state jurisdictions and lanes being operated.
6. Check state and oversize/overweight operating permits for each jurisdiction in the active lane plan; confirm none are expired or suspended.
7. Flag any credential within 60 days of expiry and initiate renewal; record confirmation numbers and new expiry dates.
8. Update the credential register, attach source screenshots/confirmations, and log the verification cycle date and reviewer.

8. Decision Tree

Decision Tree — Regulatory, License & Permit Currency Verification



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every held credential appears in the register with a verified current status and source-of-truth confirmation.
- All expiries within 60 days have an initiated renewal with a confirmation number logged.
- Fleet/vehicle counts on UCR, IRP, and IFTA reconcile to the active fleet roster.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
FMCSA operating authority (MC) shows "Active" on FMCSA Portal		
USDOT number active; MCS-150 updated within 24 months		
UCR paid for current year; vehicle count matches fleet		
IRP apportioned plates current for all base jurisdictions		
IFTA license and decals current for all operated states		
BOC-3 process agent on file and valid		
State / oversize-overweight permits current for active lanes		

11. KPIs

- Credential currency rate: 100% of held credentials active and unexpired at cycle close
- Renewal lead time: ≥ 30 days before expiry for all credentials
- Lapse-caused out-of-service events: 0 per year

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-027 — Operational Risk Review

Estimated completion time: 3-5 hours per review cycle (quarterly)

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure establishes a periodic review of operational risks and mitigating controls across dispatch, fleet availability, driver hours-of-service exposure, and load/route execution so that the operation can prioritize corrective controls before disruptions or violations occur.

2. Scope

Covers the scheduled review of operational risk registers, control effectiveness, and risk trends for over-the-road freight operations. Excludes safety hazard/risk assessment, which is covered under SD-004, and quality preventive action, which is covered under QC-020.

3. Responsibilities

- Operations Manager — owns the risk register, chairs the review, approves control changes and residual-risk acceptance.
- Dispatch Supervisor — supplies data on load coverage, deadhead, service failures, and route-execution exposures.
- Fleet/Compliance Coordinator — supplies fleet availability, DVIR/maintenance backlog, and HOS/ELD exposure data for the review.

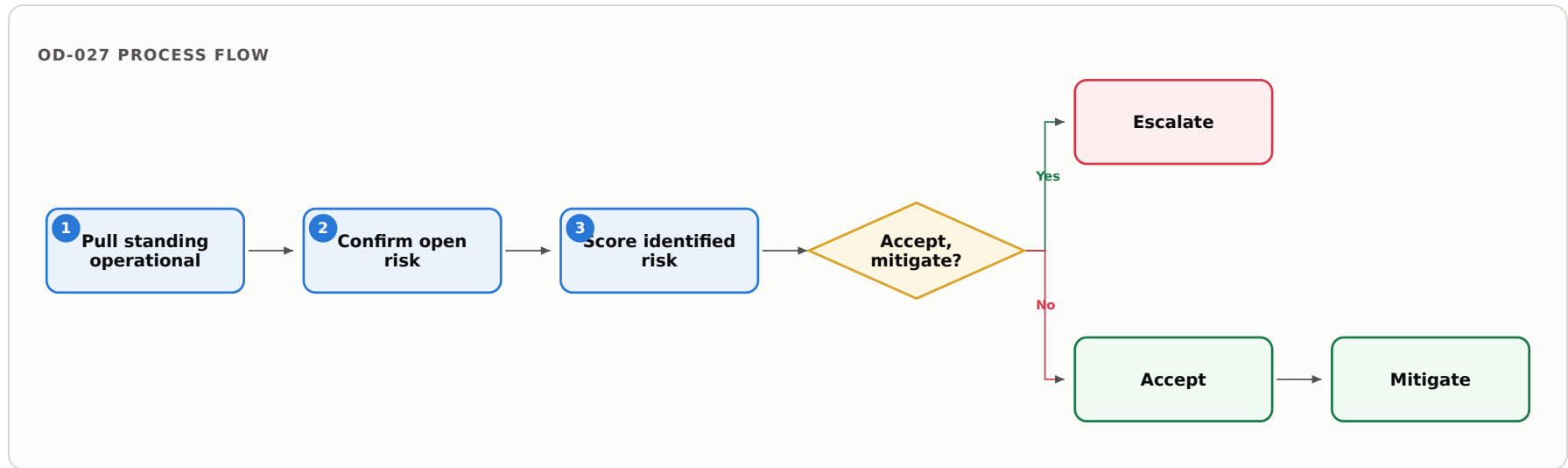
4. Required PPE & Lockout/Tagout

- Standard facility PPE (office-based review; hi-vis vest and safety footwear if reviewer walks the yard for verification).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR Part 385 (FMCSA Safety Fitness Procedures / CSA), 49 CFR Part 395 (Hours of Service), 49 CFR Part 396 (Inspection, Repair, and Maintenance).
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

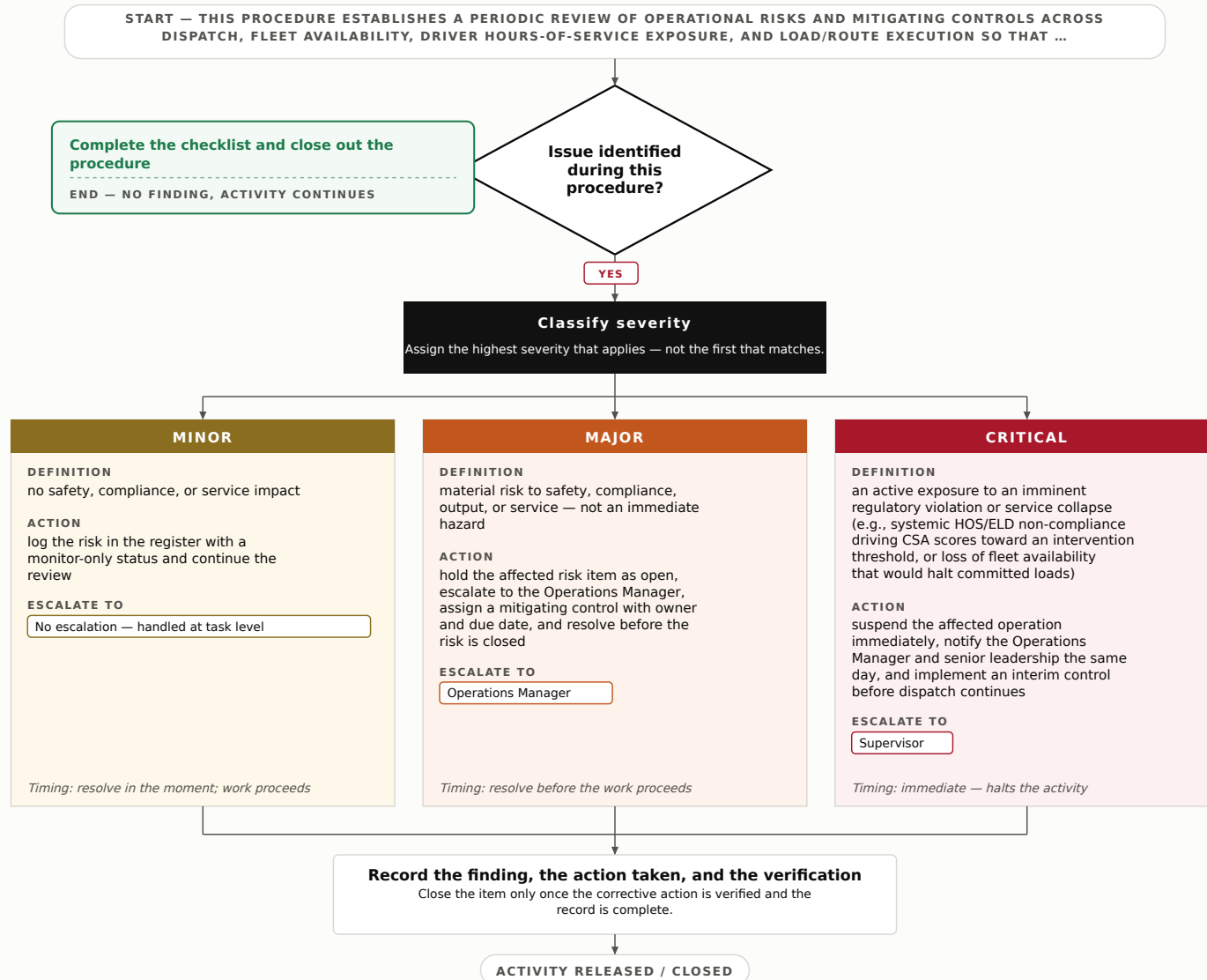


7. Step-by-Step Procedure

1. Pull the standing operational risk register and gather current-period data: load coverage failures, deadhead percentage, fleet out-of-service counts, DVIR/maintenance backlog, HOS/ELD exception logs, and carrier CSA BASIC scores.
2. Confirm each open risk from the prior cycle: verify whether its assigned control was implemented and whether residual risk moved.
3. Score each identified risk on likelihood and consequence (safety/compliance/output/service), then rank into the risk-priority order.
4. For each ranked risk, assess control adequacy — is the existing control present, operating, and sufficient? Flag control gaps.
5. In the review meeting, discuss top-ranked risks and gaps with Dispatch Supervisor and Fleet/Compliance Coordinator; decide accept, mitigate, or escalate.
6. Assign each mitigating control a named owner and due date; record residual-risk decisions and any risk requiring hand-off (e.g., a safety hazard confirmed per SD-004).
7. Update the risk register with revised scores, control status, and owners; obtain Operations Manager sign-off.
8. File the completed review record, distribute action items, and schedule the next quarterly review.

8. Decision Tree

Decision Tree — Operational Risk Review



READING THIS TREE

■ **No finding**

Activity stands. Complete the checklist and continue.

■ **Minor**

Handled in place at task level; no escalation.

■ **Major**

Supervisory decision required before the next stage.

■ **Critical**

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every prior-cycle open risk is verified for control implementation and residual movement.
- Each ranked risk has a documented control-adequacy conclusion (adequate / gap).
- Every Major/Critical finding has a named owner and due date recorded.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Risk register current and all prior-cycle risks re-verified		
Load-coverage / deadhead / service-failure data reviewed		
Fleet availability and DVIR/maintenance backlog reviewed		
HOS/ELD exception logs and CSA BASIC trends reviewed		
Control-adequacy conclusion recorded for each ranked risk		
Corrective controls assigned with owner and due date		
Operations Manager sign-off obtained; next review scheduled		

11. KPIs

- Risk reviews completed on schedule: 100% of quarterly cycles.
- Major/Critical risks with assigned owner and due date: 100%.
- Overdue corrective controls at next review: $\leq 10\%$ of open actions.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

Phase 6 — Performance, records & close

OD-028 — Operational KPI Review

Estimated completion time: 60-90 minutes per review cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

Establish a repeatable process for the Operations team to review fleet and dispatch operating performance against defined targets — on-time delivery, asset utilization, deadhead miles, and load turnaround — so that operational shortfalls are identified and corrected before they degrade service or margin.

2. Scope

Covers the periodic review of Operations-owned performance measures for the truck fleet, dispatch, and terminal throughput at this operation. Excludes maintenance-specific KPI reviews (MD-030), quality/compliance KPI reviews (QC-030), and safety/driver-conduct KPI reviews (SD-030); scope here is operations measures only.

3. Responsibilities

- Operations Manager — owns the KPI review, sets targets, chairs the review session, and approves corrective actions.
- Dispatch Supervisor — compiles route, load, and on-time data from the TMS and presents deviations against target.
- Fleet Operations Analyst — validates data accuracy, prepares the KPI dashboard, and logs findings and action items.

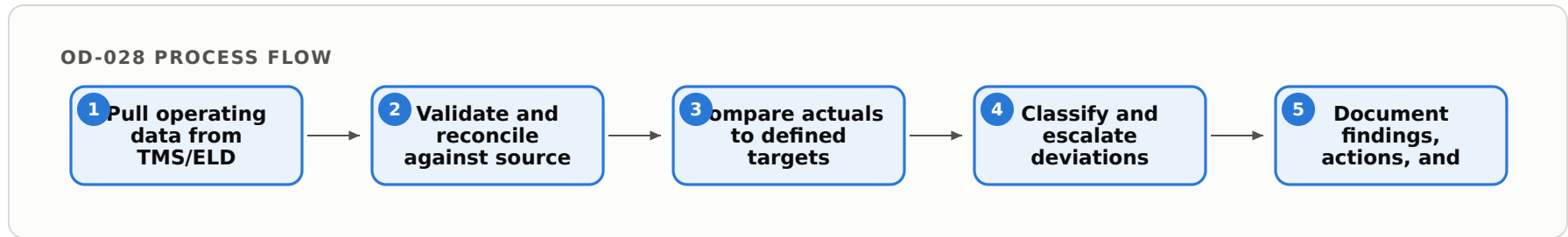
4. Required PPE & Lockout/Tagout

- Standard facility PPE if the review includes a terminal/yard walk (hi-vis vest, closed-toe footwear); none required for the desk-based review portion.
- Not applicable — no hazardous energy involved.

5. Regulatory References

- FMCSA 49 CFR Part 395 (Hours of Service — relevant where on-time/utilization metrics depend on driver availability)
- FMCSA Safety Measurement System (SMS/CSA) BASIC data, where operations metrics reference DOT reporting
- Internal Operations Performance Policy (target-setting and review cadence)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

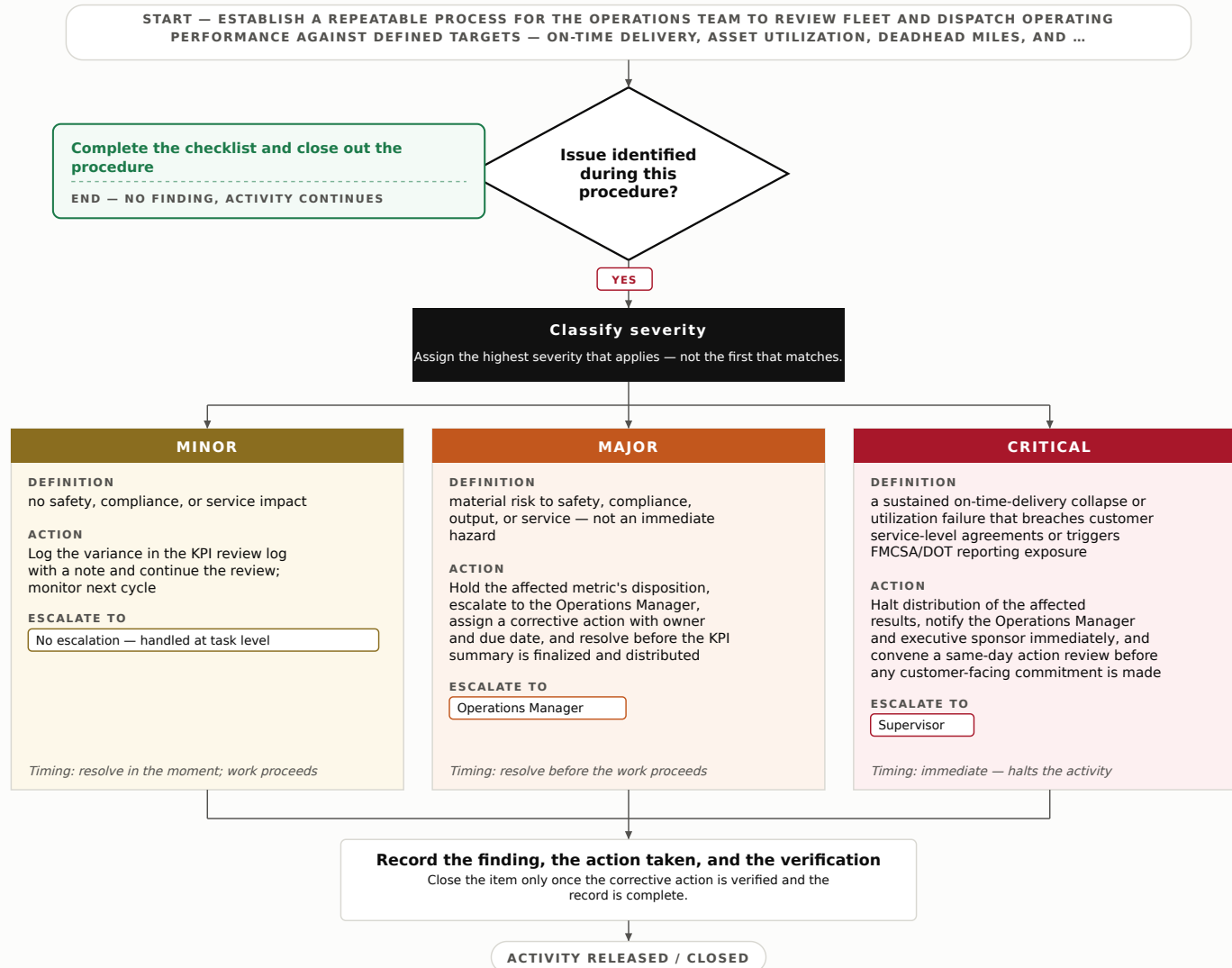
6. Process Flow



7. Step-by-Step Procedure

1. Confirm the review period (weekly/monthly) and pull raw operating data from the TMS, ELD platform, and fuel/telematics feeds for the fleet in scope.
2. Reconcile pulled data against source records (dispatch logs, delivery confirmations, odometer/telematics readings) and flag any incomplete or suspect data sets.
3. Calculate each Operations KPI: on-time delivery %, tractor/trailer utilization %, deadhead-mile ratio, and average load turnaround time.
4. Compare each actual value to its defined target and mark each as on-target, below-target, or critical-variance.
5. For each below-target metric, identify probable drivers (routing, equipment availability per MD-030 hand-off, seasonal volume) without authoring maintenance or safety root-cause analysis.
6. Review findings with the Operations Manager; agree corrective actions, owners, and due dates for each deviation.
7. Apply the Decision Tree to classify any issue surfaced during the review and route accordingly.
8. Record all KPI results, findings, action items, and owner sign-off in the Operations KPI review log and distribute the summary.

8. Decision Tree

Decision Tree — Operational KPI Review**READING THIS TREE**

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Data reconciled against source records with no unresolved data gaps.
- Every KPI compared to a documented, current target value.
- All Major/Critical deviations assigned an owner and due date.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
TMS/ELD data pulled for full review period		
Data reconciled against dispatch/delivery source records		
All four Operations KPIs calculated		
Each KPI compared to defined target		
Deviations classified by severity		
Corrective actions assigned with owners/dates		
Review log completed and distributed		

11. KPIs

- On-time delivery rate $\geq 96\%$
- Tractor/trailer utilization $\geq 85\%$
- Deadhead-mile ratio $\leq 12\%$

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-029 — Operational Records Retention & Documentation Audit

Estimated completion time: 3-5 hours per quarterly audit cycle

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure ensures that operational records — trip logs, driver logs (RODS/ELD data), bills of lading, dispatch records, fuel receipts, DVIRs, and hours-of-service documentation — are complete, accurate, and retained for the periods required by federal regulation and company policy, so the operation can pass a DOT audit and reconstruct any load or movement on demand.

2. Scope

Covers the audit, completeness verification, and retention control of Operations records generated across dispatch, driver, and trip functions at this carrier. Excludes quality records (see QC-029), safety records including accident/incident files (see SD-029), and HR/personnel records (see HR-029); those are audited under their respective modules.

3. Responsibilities

- Operations Records Coordinator — pulls sample records, verifies completeness against retention matrix, logs findings, initiates corrections.
- Dispatch Supervisor — supplies dispatch/trip source records, corrects gaps in load and routing documentation before close-out.
- Compliance Manager — owns the retention schedule, adjudicates Major/Critical findings, signs off on audit closure.

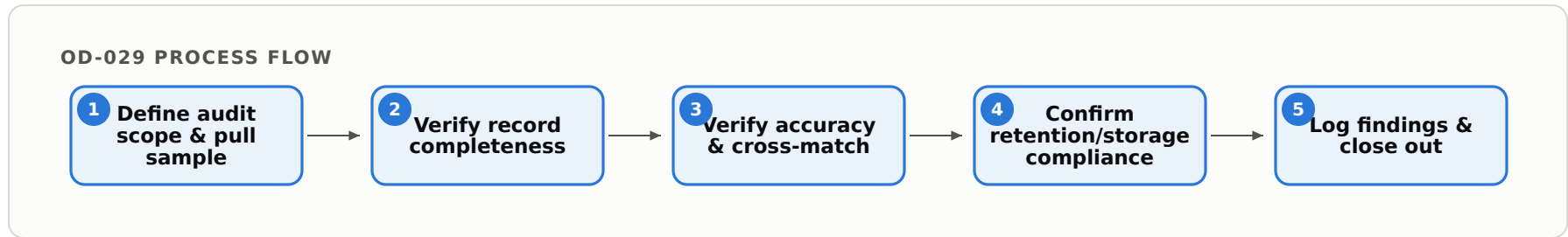
4. Required PPE & Lockout/Tagout

- Standard facility PPE (none specific — administrative task performed at workstation).
- Not applicable — no hazardous energy involved.

5. Regulatory References

- 49 CFR 379 (Preservation of Records)
- 49 CFR 395.8 & 395.11 (Hours of Service / RODS & supporting documents — retain 6 months)
- 49 CFR 390.31 (Copies of records or documents)
- 49 CFR 396.11 / 396.3 (Driver Vehicle Inspection Reports and maintenance records — retain per schedule)
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

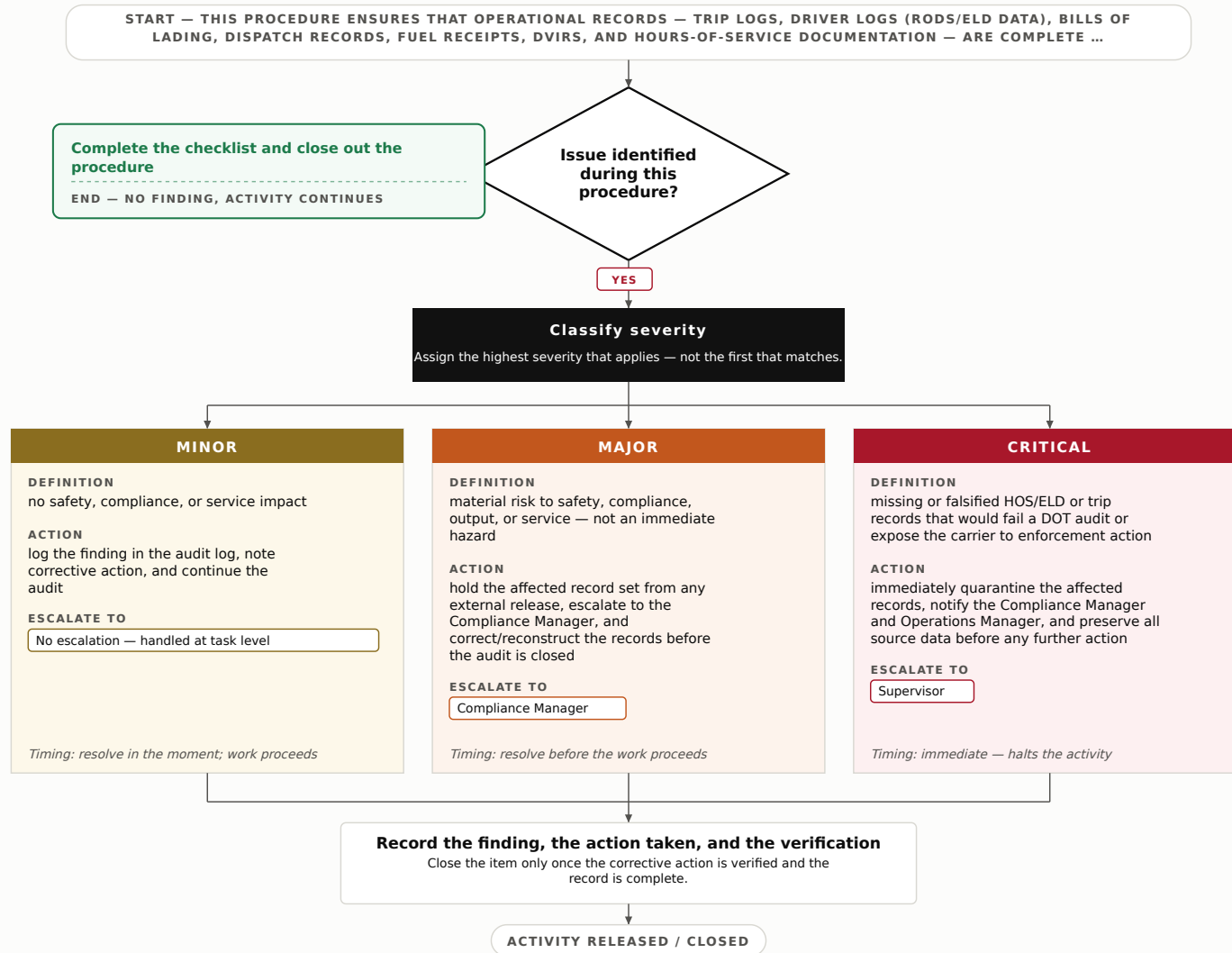


7. Step-by-Step Procedure

1. Confirm the audit scope: select the reporting period and pull a representative sample of trip files, ELD/RODS records, BOLs, DVIRs, and fuel/dispatch records per the retention matrix.
2. Verify each sampled record exists and is complete — no missing pages, signatures, dates, driver IDs, or load references.
3. Cross-match records for consistency: ELD hours against dispatch trip times, BOL against fuel/mileage, DVIR against maintenance log entries.
4. Verify retention: confirm each record type is stored for its required period (e.g., HOS supporting docs 6 months per 49 CFR 395.8) and is retrievable within audit timeframes.
5. Confirm storage integrity — backups exist for electronic ELD data, physical files are secured and indexed, and access controls are in place.
6. Identify gaps or errors; classify each per the Decision Tree in Section 8.
7. Initiate corrections with the responsible role (Dispatch Supervisor for source gaps; Compliance Manager for retention/policy gaps).
8. Document the audit: record sample size, findings, corrective actions, and sign-off on the audit log; retain the audit record itself per policy.

8. Decision Tree

Decision Tree — Operational Records Retention & Documentation Audit



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Sample size meets or exceeds the minimum defined in the retention matrix for each record type.
- Every sampled record cross-matches across at least two independent sources (e.g., ELD vs. dispatch).
- Retention periods verified against 49 CFR requirements for each record class.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
Trip files complete (BOL, dispatch, fuel) for sampled period		
ELD/RODS records present and legible for all sampled drivers		
HOS supporting docs retained $\geq$ 6 months (49 CFR 395.8)		
DVIRs present and reconcile with maintenance entries		
Records cross-match across sources without discrepancy		
Electronic records backed up and retrievable		
Physical files secured, indexed, and access-controlled		

11. KPIs

- Record completeness rate $\geq$ 98% of sampled files
- Retention compliance $\geq$ 100% for regulated record classes (49 CFR)
- Unresolved Critical findings at audit close = 0

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team

OD-030 — End-of-Shift / End-of-Day Operations Closeout

Estimated completion time: 30-60 minutes per operating period

Provided for general informational and operational purposes as part of the Truck Transport archetype library. Does not constitute a certified safety program. Verify all regulatory references and equipment-specific tolerances with a qualified engineer or safety professional before implementation.

1. Purpose

This procedure closes the operating period at the terminal by securing tractors, trailers, and yard equipment, reconciling loads and driver logs, and documenting the shift so the next period can open cleanly. It ensures no rig, load, or record is left in an unaccounted state at end of day.

2. Scope

Covers end-of-shift and end-of-day closeout of dispatch, yard, and record activities for line-haul and drayage operations at the terminal. Excludes start-of-period readiness and yard opening (see OD-001) and driver/dispatch shift handover (see OD-002); this procedure hands forward to those modules but does not author their steps.

3. Responsibilities

- Terminal / Operations Supervisor (OD) — owns closeout, verifies reconciliation, signs off, and authorizes any hold or escalation.
- Dispatcher — reconciles the load board, confirms all runs are accounted for, and files the day's dispatch and delivery records.
- Yard Lead / Driver on duty — parks and secures tractors and trailers, sets brakes/chocks, submits post-trip DVIRs, and reports defects.

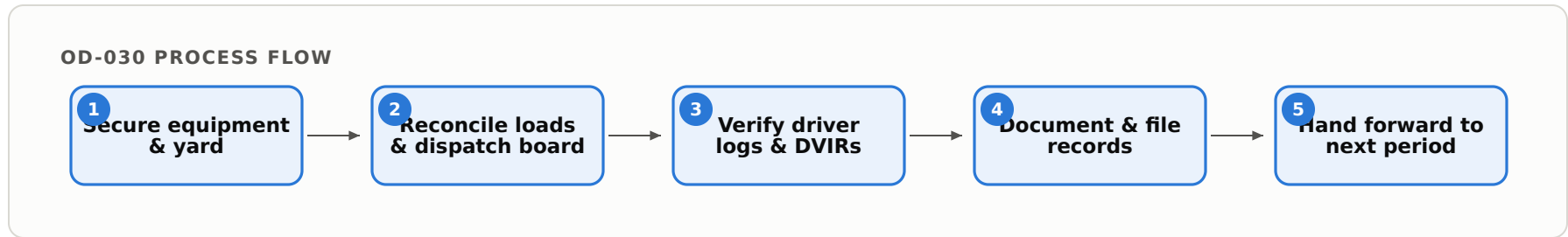
4. Required PPE & Lockout/Tagout

- Standard facility PPE: high-visibility vest, steel-toe footwear, and gloves when moving equipment or chocking trailers in the yard.
- Lockout/Tagout: Not applicable to record and reconciliation work. For any tractor or trailer tagged out-of-service during closeout, apply the vehicle OOS tag and remove keys per facility policy; do not release for the next run.

5. Regulatory References

- 49 CFR 396.11 — Driver Vehicle Inspection Report (post-trip DVIR).
- 49 CFR 395.8 / 395.24 — Hours-of-Service records and ELD data retention.
- 49 CFR 392.9 / 393 — Cargo securement verification at securing.
- 49 CFR 396.3 — Systematic inspection, repair, and maintenance recordkeeping.
- Note: confirm applicability of sector-specific standards and any state-plan equivalents for this facility before customer-facing release.

6. Process Flow

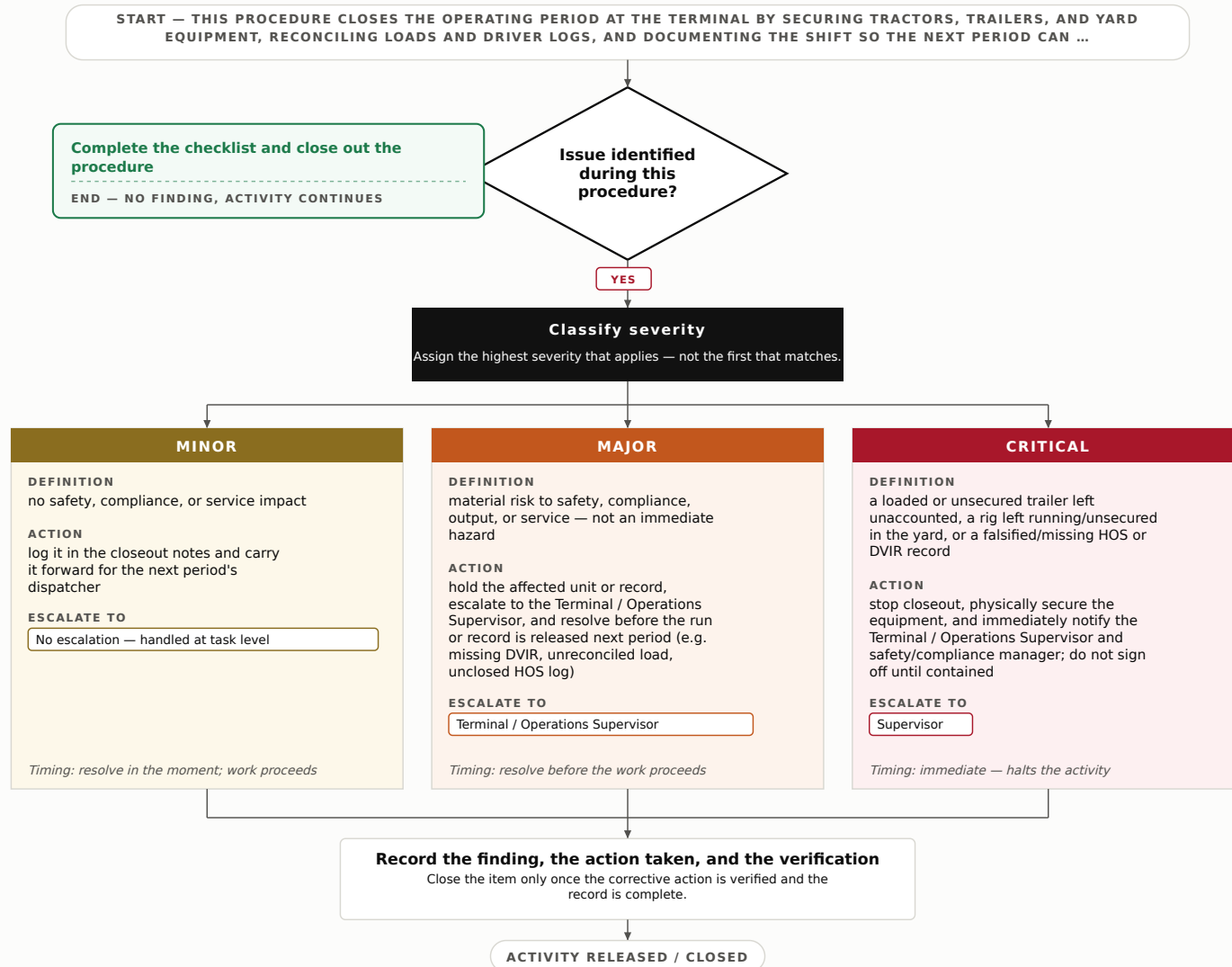


7. Step-by-Step Procedure

1. Confirm all scheduled runs are complete or accounted for on the dispatch board; flag any run still in transit or delayed for handover.
2. Verify each returned tractor and trailer is parked in its assigned yard slot, brakes set, wheels chocked, and doors secured; note any loaded trailer staged for the next period.
3. Collect and review post-trip DVIRs (49 CFR 396.11); route any reported defect to the OOS/repair queue and tag the affected unit out-of-service.
4. Reconcile completed deliveries and BOLs against the load board; confirm proof-of-delivery is captured for each closed run.
5. Verify driver hours-of-service and ELD records are transmitted/closed for the period (49 CFR 395.8); log any missing or edited entries.
6. Secure fuel, keys, yard gates, and the dispatch office; confirm no equipment is left running unattended.
7. Reconcile the shift cash/fuel-card/toll ledger if applicable and file the totals.
8. Complete the closeout log and inspection checklist below, note open items for the next period, and obtain supervisor verification.

8. Decision Tree

Decision Tree — End-of-Shift / End-of-Day Operations Closeout



READING THIS TREE

■ No finding

Activity stands. Complete the checklist and continue.

■ Minor

Handled in place at task level; no escalation.

■ Major

Supervisory decision required before the next stage.

■ Critical

Activity halts on the spot; escalation is immediate.

9. Quality Checkpoints

- Every scheduled run reconciled as complete, in-transit-handoff, or exception-logged.
- All returned units parked, secured, and DVIRs collected; defects tagged out-of-service.
- HOS/ELD records closed and transmitted for the period.
- Zero unresolved Critical findings.

10. Inspection Checklist

ITEM	PASS / FAIL	NOTES
All scheduled runs reconciled on dispatch board		
Tractors/trailers parked, braked, chocked, doors secured		
Post-trip DVIRs collected; defects tagged OOS		
Completed BOLs/POD captured for closed runs		
HOS/ELD records closed and transmitted		
Fuel, keys, gates, and office secured		
Closeout log completed; open items noted for next period		

11. KPIs

- Runs reconciled at closeout: 100% accounted for.
- DVIRs collected vs. units returned: 100%.
- Closeout completed within shift-end window: $\geq 95\%$ of operating days.

12. Supervisor Verification

Printed Name: _____ Signature: _____ Date: _____

13. Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2026-07-27	Generated to the locked 3-page Free/\$99 Standard standard for TRUCK_TRANSPORT.	Archetype Content Team