
TITLE: <u>FCA Lane Start-up Process</u>	DEPT.: <u>Operations</u>
WI#: <u>WI-OPS-040</u>	Author: <u>Chad Hygema</u>
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JOB TITLES: Operations Manager, Regional Manager, Operations Coordinator, Driver Manager, Customer Service Manager, Customer Service Coordinator, Customer Service Representative

1. Once the JIT call has been conducted the JIT minutes are distributed to all relevant staff.
2. An internal meeting is scheduled and conducted to review lane requirements (IE, transit time, spot equipment, specific equipment types, etc.) using JIT minutes as a guide.
3. Customer Service enters orders into the TMW system based on JIT windows.
4. Customer Service enters contact information for relevant supplier and Chrysler personnel into TMW system.
5. Operations staff creates and enters driving directions for pickup and delivery locations if not already in our TMW system.
6. Drivers assigned to pickups and deliveries are notified it is a new lane during the first two weeks of operation.

Revision History:
