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**TITLE:** Tracking Late Deliveries  
and "Near Misses" **DEPT.:** Operations

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**JOB TITLES:** **Operations Manager, Regional Manager, Operations Coordinator, Driver Manager, Customer Service Manager, Customer Service Coordinator, Customer Service Representative**

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1. We run a daily "Late Loads" report in our TMW Innovative dispatch software.
2. This report shows all loads delivered late on any given date (or date range) and shows how late the late deliveries were.
3. "Near Misses" are identified using Late Notification warnings from our Innovative dispatch software. When a load starts to receive potential late notifications – its tracking is escalated using our internal issue escalation process.
4. These late and "near miss" loads are then evaluated using the PPSR worksheet in our daily Operations Team Meetings.

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**Revision History:**

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