

# *Time Slot & Queuing Principles and Standards*



The Retail Logistics Supply Chain (RLSC) Code of Practice Committee has developed principles and standards for time slotting and queuing at dispatch and receipt (Consignor and Consignee) locations. This aim is to assist all parties in the supply chain to operate in a safe environment, acknowledging the requirement for robust business practices which effectively manage fatigue along the supply chain.

## *Time Slot & Queuing Principles*

### **1. Collaborative Supply Chain**

**Principle** - All parties in the supply chain depend on each other and therefore should understand current and future needs and requirements. They should strive to meet these needs in line with Chain of Responsibility (CoR) and safety requirements.

Effective decisions are based on the analysis of data and information. Key metrics need to be established and agreed between Consignors, Carriers and Consignees to provide clear and consistent measurement tools.

### **2. Time Slotting**

**Principle** – Effective Time Slotting guidelines and methodologies are the responsibility of the Consignee. Time Slotting policies, procedures and processes should be structured to meet the needs of Chain of Responsibility and safety requirements

**Principle** – In conjunction with the Consignor the Consignee or Carriers should where practical and safe consolidate loads that have the same effective delivery dates. One timeslot is to be allocated to the consolidated delivery, any unused timeslots must be cancelled.

### **3. Order and shipment accuracy**

**Principle** - Establish a process to ensure accuracy of the load by the Consignor in order to eliminate driver fatigue resulting from unplanned delays.

### **4. Continual Improvement**

**Principle** - Continual improvement of the overall safety performance should be a permanent objective for all parties in the supply chain. This should be underpinned by a regular review of key metrics, root cause analysis and corrective actions.

### **5. Communication**

**Principle** - Supply chain partners recognise that effective prompt communication is essential for the safe transport of goods throughout the supply chain.

## **1. Collaborative Supply Chain standards**

1. Carrier assessment – Consignors must be satisfied that the contract includes appropriate processes designed to ensure that conforming to the transport task including meeting the designated timeslot can be completed safely and in compliance with all relevant laws.
2. Consignor to ensure that carrier Driver Fatigue Management Plans (DFMP's) are compliant with speed and fatigue management requirements.
3. Consignors and consignees are to ensure that drivers are not unduly delayed at their sites, which could contribute to fatigue.
4. Consignors, Consignees and carriers are to ensure that drivers receive adequate training on processes and procedures that are required to be followed to meet the code and legislative requirements of the supply chain
5. All parties must include appropriate Chain of Responsibility (CoR) and safety legislation references / standards within all relevant contracts
6. Consignor must provide accurate documentation and instructions in line with the required processes.
7. Consignor must maintain appropriate monitoring mechanisms to ensure compliance with timeslot performance, Truck Turnaround Time, Speed management, etc.
8. Consignors and/or Carriers must review timeslots and inform the DC's when meeting timeslots would not be safe, and must not act outside the legal requirements.
9. Carriers and drivers to efficiently communicate changes to arrival / journey times and act appropriately in delayed situations.
10. The Consignee should where appropriate consult with the consignor and carrier in relation to delivery schedules.
11. The Prime Contractor should have in place systems designed to ensure any subcontractor complies with all applicable laws, regulations & site requirements including site inductions.
12. Improve visibility and transparency of information along the delivery chain. Key metrics should be shared between the parties to allow them to see how well they are meeting expectations and to identify areas where additional improvements can be made with regard to CoR and safety.
13. Adhere to agreed measurements and advise other parties of any discrepancies.
14. Ensure forecasting and scheduling information communicated is accurate and up to date
15. Dispatch administrators are not to require drivers, whether by direct request or indirectly, to undermine safe and agreed trip plans or to meet unrealistic schedules or to cause the driver to have to speed.

## **2. Time Slotting standards**

1. Acknowledgement of CoR responsibilities required during timeslot allocation
2. Time slot bookings must not exceed available resource capacity of the distribution centre
3. All time slot bookings should take in to consideration
  - a. Number of pallets
  - b. Number of purchase orders
  - c. Truck type
  - d. Dock type
  - e. Other complexities
4. To be measured as "On-Time" you must arrive no more than 60 mins before and 30 mins after your booked slot. As an example, if your booking is 10.00am -11.30am, then On-Time arrival time would be considered between 9.00 (earliest arrival time) and 10.30am (latest arrival time). The Truck Turnaround time would be 90 mins from arrival, that is. A driver who arrives at 10.30am should expect to be out of DC at 12.00pm.
5. If loads are received outside an allocated time slot or is not as booked the receipt of this load is not to impact on other deliveries. If so it needs to be rebooked to an available appropriate slot
6. Notification to driver of expected delays in excess of 30 minutes from booking
7. In conjunction with the consignor consolidate loads to reduce the number of vehicle journeys to DC's. If the consignee or Carrier consolidates multiple purchase orders or booking onto one load then they are required to
  - Ensure consolidated load is;
    - a. Correctly re-booked with an appropriate time slot
    - b. All original time slot bookings are cancelled
8. If there are concerns in relation to driver fitness for duty then it will be addressed immediately in consultation with the carrier
9. Vehicle turnaround time is to be measured Gate to gate and is the accountability of the Consignee / Consignor and is applicable to both loading and unloading

## **3. Order and shipment accuracy standards**

1. Systems must ensure order integrity and have a sufficient level of order checks prior to shipment in order to reduce delivery rejections and delays at the receiving end of the journey such as:
  - a. Paperwork match the load with the order
  - b. Temperature
  - c. Quantity
  - d. Quality
  - e. Minimum, use by requirements
  - f. Delivery quality
  - g. Shrink wrap
  - h. Fit of load on pallet (vital for automated DC's)
  - i. Bag liners
  - j. Labelling (number and position of)
  - k. Accuracy of barcodes
  - l. Retail specific vendor requirements

2. The Consignee, Consignor and Carrier must have processes to manage rejected deliveries whilst not impacting on CoR, safety compliance and driver fatigue
3. Responsibility for load restraint may be a joint C.O.R. responsibility dependent on who loaded the vehicle, although the driver is responsible from the road enforcement authority view. Loads are to be secure and restrained to meet relevant load restraint regulations. Freight should be presented in a way that it ensures safety and ease of access
4. The Consignee, Consignor and Carrier are responsible for inserting control points throughout the delivery chain to identify errors and establish corrective action

#### **4. Continual Improvement standards**

1. Non-conformances are to be analyzed to develop appropriate corrective actions. To ensure the driver are able to meet their CoR requirements
2. All parties are committed to investigating accidents and incidents to implement corrective actions to eliminate future occurrences.

#### **5. Communication standards**

1. Carriers and Consignee are required to develop a procedure for both onsite and in transit 2-way communication with drivers when there is delays.e.g. trucks are not delayed longer than 30 minutes otherwise driver must be notified
2. Consignor and Consignee are required to develop a procedure for both onsite and in transit 2-way communication to manage exceptions and advise issue