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Abstract

A Reception and Packages Dispatch process was designed for the new Temporary Warehouse in the Customs and Freight Agency belonging to the Logistics Division of the business group PALCO, due to deficiencies that economically affected the group in years 2014 and 2015. The techniques and tools used were: interviews, surveys, checklists, document review, expert methods and diagrams for process representation. The designed organizational diagnosis model allowed to detect the importance of immediate work in the design of the Temporary Warehouse process and to restructure the Agency's strategic design. The Reception and Dispatch process was designed and described at retail with a total of 14 by-processes with their corresponding job positions.

Keywords

Design, process, diagnosis.

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