



Food Manufacture

Despatch and Transport Department

Lesson 2

Improve your knowledge of the dispatch and transport department in a food factory classifying the key roles and actions within the department with completion of this course.





Preparing Orders

When preparing an order for despatch the correct customer order documentation must be checked.

This will state what product and how much is required.

A check on the availability of the product must be performed.





Preparing Orders

Documentation also states the correct date code of product to be used in the order.

This is important as the customer will reject the order if it has the wrong date code e.g. it will become out of date before reaching the customer's store.





The area must be checked to ensure there is enough clear space for the order to be moved safely to the despatch vehicle.



**Despatch
operatives then
prepare to pick the
order by selecting
the appropriate
equipment for
moving the product
to the despatch
vehicle.**





There are four ways of moving product orders:



Forklift truck/electric forklift



Pallet truck



Crane or hoist



Conveyor



The two most popular ways of moving a pallet of product or containers of product is with a pallet truck or a forklift truck.





A pallet truck is used to move product at ground level and a forklift truck can move product stored at a height as well as ground level.

A forklift truck is the best device to use if there is a large distance that the product needs to be moved.



**Some factories
have an automated
system where
robots select the
product and move
them to their
desired position to
be despatched.**





**All moving
equipment
should be
checked before
use to make
sure it is
working
correctly.**



The location of the product required for the order should be checked.

Some factories despatch departments can be very large so a system is used to trace where every product is stored within the department e.g. aisle13 section 8.



Revision Activity 2

**What are the four ways
of moving product
orders?**