



Food Manufacture

Despatch and Transport Department

Lesson 3

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.





Picking Orders

Once the preparation of the order has been performed next the order can be picked which involves selecting the product from storage and moving it to the despatch vehicle.





A specified order of picking the product is followed to ensure product is in the correct position in the despatch vehicle and is moved at the correct time.



A stock rotation system is used to make sure product is not wasted by being left to expire. Product is picked on a first in first out basis. This is known as FIFO.





Some factories who do not have the storage space or despatches product with a short shelf life only produce product to specified orders and do not keep any product in stock.



A scanner can be used to check barcodes on batches of products to make sure the correct product is being selected, this also saves time.





There are lots of different scanners that can be used to check products even mobile phones can be used.





The two most commonly used identification methods are a barcode and a QR code.

Once the code is scanned information can be obtained about the product e.g. customer and type of product.



When the product has been selected the condition of the product should be checked.

This will involve checking:

- Product type and customer.
- Quantity of the product.
- Shelf life of the product.
- If the product is in a good condition and no damage has occurred.
- Temperature of the product.
- If the products are stored safely ready to move e.g. not going to fall off the pallet.
- Product quality check.



All checks should be recorded this helps to ensure the product was in an acceptable condition when being picked for despatch.





If a batch of product was found to be in a none acceptable condition then it should be quarantined, and management informed immediately.

The product should not be picked for despatch unless it is authorised by the appropriate person.



Equipment is used to safely move the product to the correct despatch vehicle.



If product is moved manually then the correct manual handling technique should be used.



All factory staff should be trained on safe manual handling practices.



Product is picked in a timely manner; this is due to restricted delivery times and planning.

It is also important if the product has any required storage temperature conditions e.g. keeping a product in a chilled environment.





Personal protective equipment (PPE) will need to be worn by staff handling products in the despatch department e.g. gloves, Hi-Viz clothing, safety boots and a helmet.

PPE will be checked to make sure it is not damaged and is fit for its intended purpose.





Once the order has been moved to the despatch vehicle it is issued a delivery note.

The delivery note summarises what is in the delivery.

The customer receiving the delivery can check the delivery note against the order and the product being delivered to make sure it is correct.

The customer may sign the delivery note to confirm this.



Revision Activity 3

What does FIFO mean?