

P&O Brickwork	393968	Jay @ P&O called chasing a pallet of socks not being delivered, the pallet was never put on. Note on the despatch to say pallet would follow also. Arrange 5 bags to be delivered tomorrow and a pallet to follow which Jay was happy with.	John	HE
HNB Construction	396126	Sent 6no. Boxes of vents and extensions but the customer only wanted 6no. Of each. This led to costing us extra with Rapid. In fairness, I did send a proof of what we were sending to the customer but they didn't respond until 7pm which was too late.	RW	HE
Newton Brickwork	395401	This was delivered at a neighbouring site, Steve G confirmed he had been back a couple of times and neither him or the customer could locate it. The contact on the POD was not traceable either. Full Credit issued and the products were reordered.	Steve G	HE
SMB	396326	Order was missed so sent out the following day once the customer had chased. Andy was okay with it to receive a day late.	TP	HE
Profile Brickwork	395951	Gary called and said he had 15boxes of weeps when he only asked for 4 boxes. Have arranged a collection on Monday when we deliver 2 hessian to site. This was my error as I mistakenly processed 750 rather than 200.	Cpep	HE
NJF Construction	396231	Neil rung in to cancel an order for a new site, the brickwork package was awarded to another contractor last minute. Two orders had been put on the system, I only cancelled one as I didn't look thoroughly enough. Driver turned up and the contacted Neil. He was okay about it, and asked the goods be dropped to his house.	OP	HE
Lee Marley	NA	Wanted to move part of an order forward - I forgot to do it - agreed to do for Monday	LH	HE
Roberge	396484	Only 1 box instead of 11 boxes of ties delivered.	SC/VM	EPNF
MD Developments	396668	Took an order from MD to go to Horsham, sent to Horsham road, wrong site.	RW	AE
Trafalgar Brickwork	396884	Sent 450mm zedex rather than 100mm.	Cpep	HE
Dax Brickwork	396951	Type 4s picked rather than Type 2's. Dax rung in to complain. Offered a next day swap over, he was ok with that.	WS/WR	EPNF
A Lees	396661 & 396603	A Lees buyer originally ordered a pallet of PW sock but site needed Party Wall DPC (buyer error). So we put on a couple of orders from stock but driver Michael picked some T-Barriers which were in the warehouse and delivered those twice instead.	Michael	AE
Newton	396932	Processed Vista double triangulars, customer requested Ancon's. Arranged swap over for next day.	Cpep	HE
B&H	397008	Delivery sent to Sittingbourne rather than Sandwich site. Wayne rectified same morning.	OP	HE
Ashford	397056	Processed for 1500nr weep vents when he needed 6boxes. Have processed for the quantity of 6 wall tie boxes. Collection arranged for 1000nr as he is taking more then initially requested.	Cpep	HE

**HE - Human Error** - These will happen and are pretty much unavoidable but be sure to look for recurring themes or people

**EPNF - Existing Procedure Not Followed** - The triple check pick and load procedure, should result in zero errors. If these appear, it is because the procedure is not being followed. This must be dealt with by showing the person the ticket, ensuring they understand the bigger picture of this error and the impact it may have, be reminded of the procedure and take on board that it is not optional.

**AE - Avoidable Error** - These need to be picked up through the analysis and an appropriate action taken. This may be additional training, a simple suggestion, a new procedure etc. ( Like Tom getting a road name )

**ME - Mechanical Error** - Printer / System fault