

	<h1>Freight Forwarding (LCL)</h1> <h2>Quality Plan</h2>		Document Number: QP-F2-11.02
	Department: F2 Logistics Philippines Inc.	Effective Date: January 24, 2022	Revision No 3

QUALITY PLAN						
Key Support Service Process Name (2Ps/ Guideline Title)	Item to be Controlled	Dimension (Timeliness, Quality, Cost)	Standard	Person Responsible	Control Methodology	Procedure Code or Other Type of Docs
Account Solicitation	Conduct of Sales Visit/ Call	Timeliness	16 accounts per week/64 per month (Per Sales Personnel)	Sales	Monitors through Customer Relationship Management (CRM)	CRM/ Email
	Closing of Accounts	Timeliness and Quality	3 accounts (per sales person) deep selling/regain account/ New Account for the month	Sales	Monitors of 3 accounts per sales personnel through Customer Relationship Management (CRM), Weekly Report, Revenue Report	CRM/ Email, Weekly Sales Report, Revenue Report
	Customer Relationship Management (CRM)	Timeliness, Accuracy and Quality	at least 5 accounts for wine and dine and for conduct of monthly business review per month per Sales Person	Sales	Monitor through CRM	CRM Minutes of Meeting (MoM)
Booking	Booking Solicitation	Quantity	200 Calls per month per CSR	CSR	Through Monitoring of F2 System-Booking Module	Guidelines and Procedures in Booking Solicitation
	Booking Request	Accuracy & Timeline	Pick-up: Booking Request shall be done at least (1) one day prior the requested pick-up date- Any type of pick-up transaction Walk-in: If Warehouse, Airport and Pier Acceptance, No required booking in the system.	CSR	Through Monitoring of F2 System-Booking Module	Guidelines and Procedures in Processing, Rescheduling, and Cancellation of Booking
Pick- up of Cargoes	Cargo	Timeliness, Accuracy, Quantity and Quality	Pick-up of Cargo shall be based on agreed call time with customer Customer documents versus actual cargo shall be checked by Operations	Operations/ CSR	Through Monitoring of F2 System and timely update	Pick- up of Cargo

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Documentation	PWB	Accuracy & Timeliness	Information in PWB shall be encoded in the F2 system within 24 hours after pick-up	Encoder	Through Monitoring of F2 System	Documentation
Consolidation of Cargoes	Gate Pass	Timeliness, Accuracy, Quantity and Quality	Consolidation of Cargo shall be based on the carrier schedule	Operations	Through Monitoring of F2 System	Consolidation of Cargoes
Transfer/ Turnover to Carrier	AWB/ BL	Timeliness, Accuracy, Quantity and Quality	Transfer/ Turnover of Cargo shall be based on the carrier schedule	Operations	Timely update from the carrier	Transfer/ Turnover to Carrier
Arrival/Release of Container	AWB/ BL	Timeliness, Accuracy, Quantity and Quality	Cargo shall be based on the arrival of vessel/ carrier notice	Operations	Timely update from the carrier	Arrival/Release of Container Van
Sorting / Dispatch / Delivery	HWB/ POD	Timeliness, Accuracy, Quantity and Quality	Actual cargo arrived versus customer documents shall be tallied. Delivery of Cargo shall be based on the agreed delivery leadtime with Customer	Operations	Through Monitoring of F2 System and timely update	Delivery of Cargoes
Return of POD (Finance)	POD	Timeliness	POD must be submitted for billing preparation within 4 working days after delivery date	Documentation Asst	POD Monitoring and F2 System	POD Return 2Ps
Billing	Invoice	Accuracy & Completeness	Complete and accurate submission of invoice to customers	Billing assistant	SAP; F2 System; Billing Monitoring	Billing 2Ps
		Timeliness	On time submission of invoices to customer within 3 working days from receipt of complete documents.	Billing assistant	SAP; F2 System; Billing Monitoring	Billing 2Ps
Collection	Official Receipt	Timeliness	To be able to collect within the agreed credit terms	AR Analyst	F2 System; SAP	collection 2ps
		Accuracy & Completeness	Complete payment details and reference if there is deduction	Collector/ AR Analyst	Collection Report	AR Jacket

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