Robust Training and Quality Assurance Program Delivers 99.9 Percent Document Processing Accuracy

Leading U.S. LTL Freight Company
Benefits from DATAMARK Solution

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Background

A leading freight company specializing in less-than-truckload (LTL) shipping services in the United States contracted with DATAMARK for document processing services for freight bills of lading (BOLs).

DATAMARK's client required an efficient and cost-effective document processing solution to index its BOLs. As freight bills are received from over 100 terminals and 50 different shippers, data entry specialists would need to understand varied and complex forms and capture important information such as shipper, consignee, commodities, payment terms and reference numbers.

The client required indexing of over 25 BOLs per hour per FTE with 99.9% quality, using the client's bill processing system.

To meet the client's service levels, DATAMARK developed a proprietary training curriculum for freight bill document processing at its delivery centers in the U.S. and India.

The Solution

As part of the company's transition to the client's freight bill process, DATAMARK's team of business engineers and training and quality specialists analyzed the existing process to identify areas for improvement.

The team applied DATAMARK's business process management system (BPMS) to document each step of the workflow and identify and remove any non-value-add steps. Lean Six Sigma and other process-improvement methodologies were applied to reduce variations in output quality. After documenting the workflow and working with the client to understand the pain points in the process, DATAMARK's experts developed a training system to ensure the high quality of output by data entry keyers.

It was necessary that the workforce be highly knowledgeable of freight industry processes. This included understanding key concepts about the purpose of a bill of lading and having a clear understanding of the language used within the shipping and logistics industry. In regard to processing of freight bills, data entry staff needed to be able to quickly identify critical fields and intuitively know where to find information within the BOL. And, of course, data entry personnel had to have proficient keyboarding skills to process the minimum number of bills per hour.

To meet these objectives, DATAMARK created a comprehensive hiring, training, retention and quality assurance program designed to produce top-performing BOL keyers. Key components of the program include:

Hiring: Our proactive hiring process anticipates peaks in seasonal volume. Often, employees are hired one to two months ahead of predicted peak volumes to ensure high-performing staff are available at any given time.

Training: Staff must be certified through our training program before being allowed to go live on the production floor. The program includes classroom training, one-on-one training, and a final evaluation. Staff must produce a 100 percent score on BOL critical input fields to pass the evaluation.

Retention: Staff receive monetary bonuses for extra productivity.

Quality Assurance: All work by staff undergoes an audit process, with 100 percent of critical fields on BOLs audited. Additionally, DATAMARK has developed a proprietary audit tool that reviews critical fields and corrects errors before submission to the clients' system.
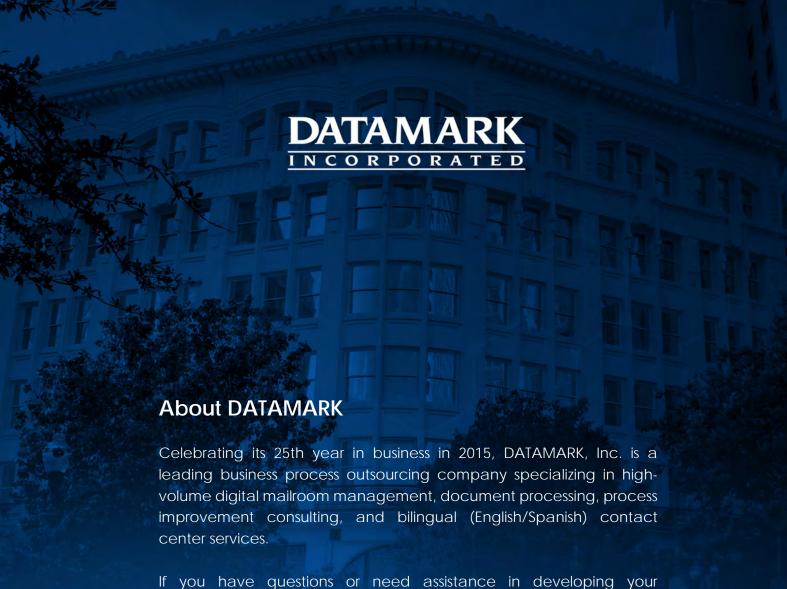
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The Results

DATAMARK's international freight bill processing teams have delivered--and continue to deliver--exceptional results for this client. After the development and implementation of this innovative training process, DATAMARK processes over 6,500 BOLs per day, maintaining the client's expectations of 99.9% accuracy.

DATAMARK has forged a strong relationship with this leading U.S. freight company by following through on a goal of continuous improvement. Key to this approach is the robust training program for staff who handle our clients' business processes. We ensure our workforce's expertise and familiarity with our clients' respective industries. DATAMARK training practices are tailored to our customer's expectations.

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About DATAMARK

Celebrating its 25th year in business in 2015, DATAMARK, Inc. is a leading business process outsourcing company specializing in high-volume digital mailroom management, document processing, process improvement consulting, and bilingual (English/Spanish) contact center services.

If you have questions or need assistance in developing your organization's case for outsourcing or business process improvement, DATAMARK's business process outsourcing specialists are available for a complimentary initial consultation.

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