

**“STANDARDIZATION
OF PROCEDURES
IN THE LOGISTICS
AREA OF A COMPANY
LOCATED IN THE CITY
OF SAN FRANCISCO DE
CAMPECHE, MEXICO”**

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Abstract: In commercial companies, the operations area and especially the warehouse and logistics areas have a great importance and impact on the economic success of the same, so they must carry out the activities following an established process or scientific method and not empirically and on the fly. Although the processes can be carried out efficiently and are fulfilled in a timely manner with the client or wholesaler, the company does not follow an established or standardized guideline to ensure its success in any situation, and it is from this problem that arises. the need for standardization of processes within the area.

The transformation project that is presented has the objective of being able to potentiate the company's processes, specifically in its warehouse and logistics area, through the standardization of operating procedures through the preparation of a manual.

Within the warehouse and logistics area, there was a joint learning of the processes carried out, as well as the opportunity to contribute new ideas in order to carry out the processes in a more efficient way and at the same time verify if the organizational standards were met. established. The final result was the presentation of the procedure manual for the warehouse and logistics area of the studied company.

Keywords: Processes, manuals, productivity.

INTRODUCTION

Knowledge comprises the cognitions of the subjects, implies the participation of other qualities in the process, such as the abilities, skills and competencies from which individuals usually solve problems in practice. (Pons Blanco & Sánchez Tarragó, 2011). We can consider this affirmation as a tool for the development of different tasks, thus allowing the correct use of time and, in turn, the fulfillment of the established goals.

The main way to obtain knowledge in an

organization is through training, which is essential for the fulfillment of tasks, since it is the process by which workers acquire tools, skills and attitudes to interact in the work environment and get the job done.

Small and medium-sized enterprises (SMEs) tend to survive a short period of time in the market where they operate, due to a lack of management techniques that allow the development of control factors for their resources.

The irregularities observed in this sector are related to the lack of updating of their processes or little preparation for the factors in their environment that affect their operations.

The present investigation work was developed based on the information obtained from a commercial company, which provided true data in order to achieve a significant improvement in its operational processes.

OBJECTIVE

Standardize the activities of the warehouse and logistics area of a commercial company by preparing a procedures manual in order to maximize its productivity and competitiveness.

THEORETICAL FRAMEWORK

Any instruction guide used for the use of a device, the correction of problems or the establishment of work procedures is called a manual.(Ramos, 2014). These business tools transmit information collected in order to guide people to achieve a certain goal or objective, as they break down the necessary steps that need to be carried out until compliance is reached.

Although they are called business resources, the manuals are present in most places today, since their clear and direct concept of providing the procedure of carrying out activities was quickly adopted for different daily environments. Today we can find them

everywhere, from established companies that are many years old, as well as children's toys, which indicate how to assemble and how they work, however, for the understanding of this project we must visualize the manuals as a administrative tool. The first sources of use of manuals as an administrative tool date from World War II, in which they were used to train personnel when they were at the front lines.(Duhalt Krauss, 1977)

For Benjamín Franklin and Guillermo Gómez Ceja “administrative manuals are documents that serve as means of communication and coordination that allow the recording and transmission of information of an organization in an orderly and systematic way (background, legislation, structure, objectives, policies, procedural systems, etc.), as well as the instructions and guidelines that are considered necessary for the best performance of their areas”(Franklin & Gomez, 2002).

The administrative manuals within a company or organization, in addition to being able to transmit orders and follow up through reviewed and approved steps, have the function of being informants and serving as a guide to employees regarding the administrative decisions that are made. They are very dynamic in nature and are considered one of the most effective methods for decision-making in the administration, likewise, at the same time they must be subject to periods of adaptation in order to be able to be updated or renewed depending on changing needs. of the organization.

The administrative manuals have a large list of advantages, which contribute to the company where they are established. Many times these notorious advantages are variable and differ depending on the nature and functions of the company where it is applied, however, different authors agree that these advantages can be generalized and

listed regardless of the business or nature of the organization itself. Among the main advantages of administrative manuals we can find:

- The entire administration or area to be applied as a whole is displayed.
- Employees are aware of their role within the agency or library.
- It allows uniformity in the work.
- It saves time and effort.
- Reduces the supervision load.
- Simplify work and cost control
- Avoid incorrect procedure implementations.

We can conclude that the implementation of a procedures manual, following the steps established correctly for its realization, provides great benefits to companies since it is a tool of great value and organizational contribution.

METHODOLOGY

The project of the elaboration of the manual of procedures is carried out in 3 specific phases for its correct realization, completion and presentation. It is important to delimit the actions or activities that are carried out to carry it out, in order to establish a correct organization for the efficient management of the committed time, following the steps and dates established for the development of the project.

The first phase, called: “Project definition”, includes everything related to project planning as such. During this phase, the company and the area where the situations under study are developed are thoroughly known in order to find the information needs or potential problems and this way present different proposals for the resolution of, with a clear and that benefits the company on 1 or more levels.

Then phase two continues. This phase called: “Planning, execution and development of the project”, is in which the necessary tools are identified and the activities organized in the first phase are carried out in order to be able to give a solution to the problem or situation previously found in The first phase. During this phase, all the necessary documentation was compiled and reviewed to understand the activities that were already being carried out in the area, which would seek to optimize and minimize the margin of error through the establishment of the correct processes and their descriptions in time. and form through a tool of great importance within the companies, which is a manual of procedures of the area.

In other words, during this phase, the current processes are reviewed and an improvement or synergy is sought with other areas that are related to the current one so that the planning made during the first phase of the project begins to take shape and can be implemented. perform as stipulated. During this phase, the procedures manual is developed and reviewed in order to verify that it complies with all the key points for its publication and knowledge of the collaborators.

Finally, during phase 3 called: “Control and delivery of the project”, is where the publication of the procedures manual is carried out and its existence is made known to the collaborators so that they can use it as a tool for learning and improvement of processes, of course, after review and authorization by the corresponding authorities within the company. In addition, during this phase, processes and methods are taken into account to reapply the project, or failing that, to update it when necessary so that its application lasts longer than the established time.

RESULTS

Thanks to the fulfillment of the work in the established times, it was possible to arrive at the elaboration of the “Manual of procedures for the warehouse and logistics area”.

Said procedures manual is made up of the following sections:

- Introduction
- Goals
- Background
- Areas of application or scope of the procedure
- Organization chart and managers
- Policies or operating rules
- Description of operations
- Operations flow charts
- Directory of the business area

As it is a procedures manual developed and applied for the warehouse and logistics area in the company, the correct way to carry out an evaluation of results after the review and its official publication will be to review the effectiveness of the procedures through the percentage of human error that exists in bimonthly periods of time after its final publication.

CONCLUSIONS

It is advisable to comply with the contents of this manual so that it can have the intended effect, as well as so that the personnel or collaborators involved avoid carrying out corrective actions. In the same way, in order for the manual to be updated at the correct and necessary points, it is important to make corrections and content updates so that the procedures manual carried out and applied to the warehouse and logistics area is timely.

Likewise, it is important to carry out the evaluations since this way it is possible to verify the good acceptance of the procedures manual within the impacted area and in the same way corroborate the best management of the operations within it. The evaluation within any project is one of the most important steps since it facilitates a stable follow-up on the percentage of human error in the operations carried out within the warehouse and logistics area, anticipating that different strategies are carried out to support the procedures manual published.

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