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## “STANDARDIZATION OF PROCEDURES IN THE LOGISTICS AREA OF A COMPANY LOCATED IN THE CITY OF MÉRIDA YUCATÁN, MEXICO”

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**Abstract:** In commercial companies, the operations area and especially the warehouse and logistics areas have great importance and impact on its economic success, which is why they must carry out the activities following an established scientific process or method and not empirically and on the fly. Although the processes can be carried out efficiently and are completed 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 presented aims to enhance the company's processes, specifically in the warehouse and logistics area, through the standardization of operating procedures through the development of a manual. Within the warehouse and logistics area, a joint learning of the processes carried out was carried out, as well as the opportunity to contribute new ideas to be able 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 company studied.

**Keywords:** Processes, manuals, productivity.

## INTRODUCTION

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

The main way to provide knowledge to an

organization is through training programs, which are essential for the adequate fulfillment of tasks, given that it is the process by which workers acquire tools, skills and attitudes to interact in the work environment and doing your job.

Small and medium-sized businesses (SMEs) tend to survive a short period of time in the market where they operate, due to lack of knowledge 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.

This research work was developed based on the information obtained from a commercial company located in the city of Mérida, capital of the state of Yucatán in Mexico, which provided true data in order to achieve a significant improvement in its processes. operational logistics.

## GOAL

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

## THEORETICAL FRAMEWORK

A manual is any instruction guide that is used to use a device, correct problems or establish work procedures. (Ramos, 2014). These business tools transmit information collected in order to guide people to achieve a specific goal or objective, as they break down the necessary steps that need to be carried out until reaching fulfillment.

Although they are called business resources, manuals are present in most places today, since their clear and direct concept of providing the procedure for carrying out

activities was quickly adopted for different everyday environments. Today we can find them everywhere, from established companies with many years of experience, as well as in children's toys, which indicate how to assemble and operate, however, to understand this project we must view the manuals as an administrative tool. The first sources of use of manuals as an administrative instrument date back to the Second World War, in which they served to train personnel when they were at the front of battle (Duhalt Krauss, 1977).

For Benjamín Franklin and Guillermo Gómez Ceja “administrative manuals are documents that serve as means of communication and coordination that allow information about an organization to be recorded and transmitted in an orderly and systematic manner (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 & Gómez, 2002).

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 guidance to collaborators 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. At the same time, they must be subject to periods of adaptation in order to be updated or renewed depending on changing needs of the organization.

Administrative manuals have a long list of advantages, which they contribute to the company where they are established. Many times these notable 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 line of 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 is visualized as a whole.
- Employees are aware of their role within the organization or library.
- It allows uniformity in work.
- It allows saving time and effort.
- It reduces the supervision burden.
- It simplifies work and cost control
- To avoid implementations of incorrect procedures.

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

## METHODOLOGY

The project to prepare the procedures manual is carried out in 3 specific phases for its correct implementation, 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 the planning of the project itself. 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, 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 provide a solution to the problem or situation previously found in The first phase. During this phase, all the necessary documentation was collected 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 training through a tool of great importance within companies, which is a procedures manual for the area.

That is to say, 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 in accordance with the stipulations. During this phase, the procedures manual is developed and reviewed in order to verify that it meets all the key points for its publication and knowledge of 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 management tool. learning and process improvement, of course, after review and authorization by the corresponding authorities within the company. Furthermore, 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 completion of the work within the established times, it was possible to prepare the “Manual of procedures for the warehouse and logistics area.”

Said procedures manual is made up of the following sections:

- Introduction
- Objectives
- Background
- Areas of application or scope of the procedure
- Organization chart and managers
- Policies or operating standards
- Description of operations
- Operations flowcharts
- Business area directory

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 time periods after its final publication.

## **CONCLUSIONS**

It is advisable to comply with the contents of this manual in order to standardize the logistical processes of the area, 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 in the correct and necessary points, it is important to make corrections and content updates so that the procedures manual created and applied to the warehouse and logistics area is timely.

Likewise, it is important to carry out the pertinent evaluations, since this way the

good acceptance of the procedures manual within the impacted area can be verified 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 stable

monitoring of the percentage of human error in the total operations carried out within the warehouse and logistics area, anticipating that different strategies are carried out to support the authorized procedures manual.

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