PODS | Corp Ops Training Program

Route Execution Standard Work

Manager Implementation Checklist — Setting Expectations for Day One

Implementing this Standard Work starting tomorrow is a change-management moment, not just a process update. Before you run your first route under it, have direct conversations with your Drivers and Storage Center Workers, and make sure your own routine is ready to support the new expectations.

If you only reinforce four things, make it these:

1. Drivers contact you first — before canceling, rescheduling, or calling ops support on their own.
2. Route monitoring happens at least hourly, all day — not just a morning check and an end-of-day review.
3. Drivers fuel on the way back to the warehouse, not before the first job.
4. Every job is timestamped no later than 8:00 AM the next business day — no exceptions.

SET THESE EXPECTATIONS WITH DRIVERS

- ☐ Contact the customer before departing for every stop — call is preferred, text/voicemail only as backup.
- ☐ Never cancel a job, reschedule a job, or contact operations support independently — you're the first call, every time.
- ☐ Contact you immediately for: a delay over 10 minutes, route order change, cancellation, placement issue, equipment issue, weather delay, or a job that can't be completed.
- ☐ Fuel on the way back to the warehouse at an approved station — not before the first job of the day.
- ☐ Check in with you before completing DVIR if the last job is at the warehouse, or before leaving a customer site if it's the final stop.
- ☐ Complete DVIR before departing each morning; and review paperwork, maps, and prior Cheetah photos before each job.

SET THESE EXPECTATIONS WITH STORAGE CENTER WORKERS

- ☐ Containers must be staged and inspected before drivers arrive, in the order routes will depart.
- ☐ Flag container damage immediately — don't let it surface as a delay once a driver is already loading.

PREPARE YOUR OWN ROUTINE TO EXECUTE TOMORROW

- ☐ Block recurring time to check RBMS, Cheetah, and Motive at least once every hour — build this into your day, don't rely on remembering.
- ☐ Verify customer specifics (gate codes, maps, instructions) before routes go out, not after a driver calls confused.
- ☐ Confirm your paperwork process can have driver paperwork and SCW route summaries ready before your earliest arrival time.
- ☐ Check that your posted schedule already runs at least 4 weeks out and reflects PTO, training, and travel.
- ☐ Build a routine — evening or early-morning — for confirming every job is timestamped by 8:00 AM the next day.
- ☐ If you're not onsite every day, set up now how you'll receive a copy of the Driver's Log.

Full course: “Route Execution Standard Work” on PODS U. Job aid: Route Execution Standard Work reference document. Questions? Contact Bryan Davidson (Process Owner) or your Supervisor.