2013-14 Program Review

Best Practices Form

Instructions: *Submit this form as a separate attachment with your completed Program Review.* Programs often do something particularly well; usually they have learned through assessment—sometimes trial and error—what solves a problem or makes their programs work so well. These are often called ***Best Practices*** and can help others. Please share the practices your program has found to be effective. The contact information lets others know whom to contact for more information. This part of Program Review is linked to the Student Success Strategic Goal: "Become an exemplary model of student success by developing and implementing best practices." For examples of Best Practices visit the Program Review Committee's website.

Program/Department: __Shipping & Receiving_____Name of Chair/Director/Manager: _Laura Lorigo

Email Address: __llorigo@bakersfieldcollege.edu_____ Phone: __395-4715_____

Best Practice(s):

Shipping & Receiving Best Practices

1. All items received that have required documentation are expected to be delivered within 48 hours.
2. Review three way match report daily. Complete the receiving process in banner daily.
3. If there are any discrepancies (i.e. missing items, damaged items) email department and notify the vendor immediately. Use receiver text box in banner for notes (i.e. to document discrepancies). Copy supervisor on all communications.
4. Email departments weekly (at a minimum) if there are PO dates that appear overdue (30, 60, 90 days).