

The 10-Point Dispatch Audit Checklist

Score your dispatch operation in 10 minutes. Find out where you're leaking money.

HOW TO USE THIS:

Check every item your operation handles consistently and correctly. Total your score at the bottom. Anything unchecked is a revenue leak.

01 Call Answer Rate

You answer or return 90%+ of incoming calls within 2 minutes during operating hours.

02 ETA Accuracy

Your ETAs are within 10 minutes of actual arrival at least 80% of the time.

03 Customer Update Protocol

Dispatchers proactively update customers when ETAs change — without being asked.

04 Motor Club Call Handling

You have a written process for accepting, logging, and closing motor club dispatches.

05 Revenue-Per-Call Tracking

You know your average revenue per call and review it at least monthly.

06 Dispatcher Scripts / Standards

Your dispatchers follow consistent scripts for call intake and customer communication.

07 After-Hours Coverage

You have a defined protocol for after-hours calls — not just winging it.

08 Dispatch Log / Records

Every job is logged with time, driver, job type, and completion status.

09 Escalation Process

There's a clear process for handling complaints, no-shows, and difficult customers.

10 Weekly Dispatch Review

You or a manager reviews dispatch metrics at least once a week.

YOUR SCORE: _____ / 10

8–10: Solid foundation. 5–7: Real money being left on the table. 0–4: Your dispatch needs a full rebuild.

Not sure how to fix what you found? Book a free 15-minute call at six2sixsolutions.com