

Delivery & Dispatch Operations Checklist

Cloud Kitchens & Delivery Brands

CRITICAL PACKAGING QUALITY & SAFETY

All packaging materials are food-grade and intact.

Good Condition

Minor Issues

Damaged/Unsafe

Packaging suitable for temperature retention (hot/cold).

Suitable

Partially Suitable

Not Suitable

Packaging does not leak, collapse, or absorb oil.

No Leakage

Occasional Issues

Frequent Leakage

Primary packaging sealed tightly.

Properly Sealed

Loose Seal

Not Sealed

Biodegradable or recyclable packaging used as per policy.

Used Always

Used Sometimes

Not Used

Condiments, sauces, cutlery packed separately.

Packed Correctly

Packed Sometimes

Incorrect Packing

Food labeling is legible and not smeared.

Legible

Slightly Smeared

Not Legible

No reused or unapproved packaging materials.

No Reuse

Some Reuse

Frequent Reuse

Orders verified for completeness before sealing.

Fully Verified

Partially Verified

Not Verified

DELIVERY VEHICLE & BAG CLEANLINESS

Delivery bags clean, odor-free, and insulated.

Clean & Insulated

Minor Dirt

Dirty/Unusable

Delivery boxes/bags disinfected daily.

Disinfected Daily

Disinfected Sometimes

Not Disinfected

Delivery vehicles clean and well-maintained.

Well Maintained

Minor Issues

Poor Condition

No personal items carried in delivery bag.

No Extra Items

Some Items

Many Items

Temperature retention verified periodically.

Verified

Partially Verified

Not Verified

Insulated delivery boxes replaced if damaged.

Replaced When Needed

Replacement Delayed

Not Replaced

DISPATCH OPERATIONS PROCESS CONTROL

All orders cross-checked against POS before dispatch.

Cross-Checked

Checked Sometimes

Not Checked

Dispatch area equipped with order tracking system.

System Functional

System Partially Working

No System

Orders arranged sequentially for riders.

Well Organized

Partially Organized

Disorganized

Dispatch supervisor verifies each order before handover.

Verified

Partially Verified

Not Verified

Delivery order timelines monitored and recorded.

Monitored Always

Monitored Sometimes

Not Monitored

DOCUMENTATION & RECORDKEEPING

Delivery logs, rider roster & cleaning records maintained daily.

Complete Records

Partial Records

No Records

RIDER HYGIENE & CLEANLINESS

Delivery riders wear clean uniform, gloves, and cap.

Fully Compliant

Partially Compliant

Non-Compliant

Riders maintain personal hygiene and are illness-free.

Good Hygiene

Minor Issues

Poor Hygiene

Riders do not smoke, chew, or eat during deliveries.

No Violations

Occasional Violations

Frequent Violations

Riders' nails trimmed, clean, and no jewelry worn.

Compliant

Some Issues

Not Compliant

Riders follow proper mask protocol during pickup/delivery.

Proper Mask Use

Occasional Incorrect Use

No Mask

SAFETY & EMERGENCY PREPAREDNESS

Riders trained in basic food handling & emergency procedures.

Fully Trained

Partially Trained

Not Trained

Riders briefed on accident/spillage response.

Briefed

Partially Briefed

Not Briefed

Riders carry valid license, insurance, and ID badge.

All Valid

Some Missing

None Valid

No unsafe driving, speeding, or phone use.

Safe Driving

Minor Issues

Unsafe Driving

Customer complaints (hygiene/delay) logged and analyzed.

Logged & Analyzed

Logged Only

Not Logged

SUPER CRITICAL FOOD DISPATCH HYGIENE

All ready-to-eat food items are dispatched within defined holding time.

Within Time Limit

Slightly Delayed

Exceeded Time Limit

Food temperature at dispatch meets standard limits.

Within Limits

Marginally Off

Out of Limits

Dispatch area is clean, organized, and free from pests or clutter.

Clean & Organized

Minor Issues

Unclean/Cluttered

Tamper-proof seals used on every packed order.

All Orders Sealed

Some Orders Unsealed

Not Sealed

Packed food labeled clearly with order ID, contents, allergens.

Complete Labels

Partial Labels

No Labels

TEMPERATURE CONTROL DURING DELIVERY

Hot food >60°C and cold food <5°C until delivery.

Within Limits

Slight Deviations

Out of Limits

Riders provided insulated bags/thermal boxes.

Provided to All

Provided to Some

Not Provided

Delivery routes optimized to reduce time.

Optimized

Partially Optimized

Not Optimized

Temperature breaches reported and CAPA recorded.

Reported & CAPA Done

Reported Only

Not Reported

