



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-110700 Corrections Industries Standards of Operation	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

- A. Corrections Industries Act, NMSA 1978, Section 33-8-1, as amended.
- B. Policy *CD-010100* and Policy *CD-110000*.

REFERENCES:

- A. ACA Expected Practices 5-ACI-7A-03 and 5-ACI-7A-10, *Performance Based Standards and Expected Practices for Adult Institutions*, 5th Edition.
- B. ACA Standards 2-CI-2A-1, 2-CI-4A-3, 2-CI-6B-1 and 2-CI-6B-2 *Standards for Correctional Industries*, 2nd Edition.

PURPOSE:

- A. To establish standard operating procedures for Corrections Industries Programs (CI).
- B. To assist the Institutions by providing a variety of work assignments that afford inmates an opportunity to learn job skills and develop good work habits and attitudes that they can apply to jobs after they are released. [**5-ACI-7A-03**]

APPLICABILITY:

All Corrections Industries personnel and inmate employees, the Wardens of each institution and the Institution (CI) Facility Managers.

FORMS:

- A. **Quality Control Tag** (*CD-110702.1*)
- B. **Delivery Ticket** (*CD-110704.2*)
- C. **Transfer Slip** (*CD-110704.3*)
- D. **Driver Log** (*CD-110704.4*)

ATTACHMENTS:

None

DEFINITIONS:

- A. *Aging Report*: A document that provides for the current disposition of all work orders scheduled for production by Corrections Industries.

- B. Delivery Ticket: A document utilized by the division for: 1) identifying all goods delivered to a customer and 2) invoicing customers for all goods and services received.
- C. Department of Tourism: A state agency that promotes New Mexico and provides information and assistance to tourists visiting the State.
- D. Distribution/Warehouse Staff: Employee who is responsible for supervising the distribution of Corrections Industries products and services.

POLICY:

- A. It is the policy of the Corrections Department and the Corrections Industries Commission that proper procedures and controls be pursued by all staff and inmates assigned to the Corrections Industries Division.
- B. Areas of authority, responsibility, and accountability for industries are clearly delineated and the respective roles of the warden/superintendent, and the industries staff are defined. The industries manager or designee participates in staff meetings with the warden/superintendent and other program staff. **[2-CI-6B-1]**
- C. Accountability and quality are paramount and shall be maintained on all services (manufactured products) to include labor, supplies and raw materials. In addition, operations will be reviewed on a scheduled basis to refine cost data (projections), break-even criteria and enhance profitability objectives. (Labor, equipment or supplies shall not be used on unauthorized or undocumented work orders.)
- D. Corrections Industries shall comply with all facility security regulations that are applicable to the program. **[2-CI-2A-1]**
- E. The number of inmates assigned to industries operations shall meet the realistic workload needs of each industries operating unit. **[5-ACI-7A-10] [2-CI-4A-3]**
- F. Disruption to Corrections Industries operations as the result of institutional security practices should be minimized without compromising security. **[2-CI-6B-2]**
- G. Accountability and quality of service is paramount, and controls and inspection criteria will be established to ensure professional conduct at all times, adherence to proper vehicle maintenance procedures, proper storage, and timely and quality deliveries of Corrections Industries products and services.



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CD-110701 Corrections Industries Standards of Operation	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
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AUTHORITY:

Policy *CD-110700*

PROCEDURES:

A. Marketing Manager:

1. Coordinates and directs marketing operations affecting corrections industries, e-commerce, print, advertising, public relations, and promotional events.
2. Develops and implements long-range marketing plans and strategies to increase brand awareness.
3. Organizes new product introductions, promotions and evaluations and recommends product pricing in conjunction with Facility Managers.
4. Performs market research.
5. Performs annual product pricing and warranty comparison: Corrections Industries Products vs. Private Sector Products.
6. Coordinates and directs the registration and staffing of trade shows.

B. Sales Personnel:

1. Performs office and fieldwork necessary to promote the sale of Corrections Industries products and services.
2. Discusses product merits, including the quality of products, with public agency purchasing agents, officials and administrators and other customers.
3. Promotes products at trade shows.
4. Assists customers with office layouts, color coordination, product design and product availability.
5. Provides written price quotations and bids.

6. Prepares sales work orders.
7. Advises management of competitive prices, market trends, and sales potentials.
8. Recommends possible new products for addition to the product line.
9. Performs sales order processing for all customer accounts.
10. Distributes price lists, promotional fliers, and samples during customer visits and at trade shows, which are attended throughout the year.
11. Ensures that the Corrections Industries catalog is available on the Corrections Department web site.

C. The Facility Manager shall:

1. Work in close cooperation with the Warden of the facility to which he or she is assigned, while working directly for Corrections Industries. In order to accomplish this, written procedures will specify the authority, responsibility and accountability of each with respect to Industries Operations.
2. Comply with all facility security regulations that are applicable to the program. **[2-CI-2A-1]**
3. Ensure disruption to Corrections Industries operations as the result of institutional security practices is minimized without compromising security. **[2-CI-6B-2]**
4. Be responsible for maintaining proper information flow with regard to security and production matters. The information flow for security will be first from the Facility Manager to the Warden (or vice versa), then from the Facility Manager to the Industries Director/Operations Manager.
5. Maintain overall responsibility for all activities associated with Corrections Industries at their designated facility.
6. Ensure that operational controls are in place before daily activities begin:
 - Inmates are escorted to the shop
 - Security checks have been completed
 - Safety practices have been complied with
 - Daily schedule is being followed and all deviations are being documented
7. Ensure a controlled access logbook is maintained and updated daily or on an "as required" basis. Individuals on an approved list will be authorized to enter the Industry area. The Facility Manager shall coordinate with the warden or designee to determine accessibility. All persons not on the approved list are escorted in, and through the Corrections Industries Complex at all times.
8. Conduct unannounced inspections daily to ensure production and security activities are being maintained. Activities at all workstations shall be observed to ensure productivity of

assigned tasks are being accomplished.

9. Consult with the shop supervisor/corrections officers on the overall observations during inspections.
10. Ensure that the Corrections Industries area is maintained in a clean, orderly and organized fashion so that work orders are easily identified as work-in-process to prevent unauthorized use of state resources on activities that are not properly authorized.
11. Coordinate with the Warden or designee on all security matters and advise the Corrections Officers of their responsibilities for viability and support. Corrections Officers assigned to Corrections Industries shall be oriented on activities as they pertain to that particular shop for compliance with all directives.
12. Maintain up-to-date job descriptions on each inmate work position, specifically identifying the job characteristics and responsibilities for each position supervised.
13. Account for all tools, equipment and supplies necessary for Industries functions.
14. Review work orders on a daily basis and prioritize assignment to the shop supervisor/corrections officers and review all work orders in process to assure compliance with work schedules. Determination of priority will be coordinated with the Operations Manager and/or Sales Manager.
15. Ensure that consistent quality control procedures are maintained through all phases of production.
16. Conduct monthly meetings with shop supervisors/corrections officers and inmate lead workers to discuss any production needs, suggestions, and/or ensure all procedures and guidelines in this policy are strictly adhered to.
17. Designate a back-up shop supervisor in the event of scheduled absences. The back-up person will coordinate with the supervisor 24 hours in advance of an absence for continuity of production and compliance with CD Policy and Procedures. The Facility Manager will make the decision with Director or designee approval, whether the shop remains open depending on staff availability.
18. Establish a work schedule for assigned inmates.
19. Coordinate with security to restrict the introduction of all non-essential and non-issued items into Corrections Industries.
20. Hiring of inmates: Inmate selection and hiring will be made from a pool of those inmates interested and who meet the criteria for the available positions. Interviews and selections will be conducted by the supervisor and will be consistent with Corrections Industries policies and procedures.
21. Termination of Inmates: Termination of inmates from the program shall be consistent with

Corrections Industries policies and procedures, institutional policies or work assignments.

D. The Shop Supervisor / Corrections Officer shall:

1. Attempt to maintain realistic employment levels, maximum working hours, and realistic production schedules.
2. Be responsible for the daily operation, supervision of inmates assigned to Industries and security under the supervision of the Facility Manager and/or Operations Manager.
3. Ensure a controlled access logbook is maintained and updated daily or on an "as required" basis. Individuals on an approved list will be authorized to enter the Industry area. The Facility Manager shall coordinate with the warden or designee to determine accessibility. All persons not on the approved list are escorted in, and through the Corrections Industries Complex at all times.
4. Shop supervisors shall ensure that during the absence of the Facility Manager, the shop functions are effectively carried out and overseen. Shop Supervisors will ensure that operational controls are in place before daily activities begin:
 - Inmates are escorted to the shop
 - Security checks have been completed
 - Safety practices have been complied with
 - Daily schedule is being followed and all deviations are being documented
5. Account for all tools, equipment and supplies necessary for production and safety. Ensure all logs for the area are completed with required information.
6. Conduct a thorough inspection at the beginning and at the end of each work day. Attention should be given to any breach of security, safety or fire hazards, all equipment including to power tools, and storage facilities. Upon completion of the inspection, the shop supervisor / corrections officer shall advise the Facility Manager that the shop is secure.
7. Conduct at least six (6) unannounced inspections on a daily basis on all work stations, equipment and supply cabinets to ensure that institutional guidelines and procedures are being maintained. Activities at all work stations shall be observed to ensure the productivity of assigned tasks are being accomplished. These inspections shall be documented.
8. Monitor all inmate movement to ensure accountability of inmates assigned to the area.
9. Coordinate with the Facility Manager or designee on any inmate misconduct.
10. Never leave the shop unattended during operational hours. If a requirement exists for the shop supervisor to be absent or leave the area, the Facility Manager or on-duty Corrections Officer will be notified for security back up.
11. Maintain an up-to-date job description on each work position specifically identifying the job characteristics and responsibilities for each position supervised.

12. Ensure that the Corrections Industries area is maintained in a clean, orderly and organized fashion. Work orders must be easily identified as work-in-process to prevent unauthorized use of state resources.
13. Ensure that in case of a security or a medical emergency, master control is immediately notified to provide assistance through the security or medical section.
14. Ensure inmates are in compliance with directives on emergency evacuation plans.
15. Ensure that all prior, current and future safety training for all inmate employees are met.
16. Keep documentation of daily inmate work hours for monthly payroll.
17. Conduct weekly fire and safety inspections.
18. Monitor all work being performed and completed based on the assignment and work schedules.
19. Be responsible for receiving all incoming shipments of raw materials, supplies, equipment, etc., entering into the Industries complex.
20. Conduct monthly inventories of raw material, supplies, work-in-progress and finished goods, as directed. Once the inventory is complete, submit to C.I. Central Office Operations Manager and Business Manager
21. Coordinate with the Facility Manager on all out-going shipping of finished products, raw materials and equipment leaving the facility.
22. Ensure that strict accountability of each and every item stored within the confines of the facility warehouse is being observed (including the caustics and hazardous materials shed/closet).
23. Be responsible for issuing shop requests of raw materials, supplies, etc., on a daily basis and maintain accurate accountability of inventory records.
24. Perform daily safety and maintenance inspections on all equipment, power tools and machinery to ensure maximum safety of all employees.

E. Corrections Officer shall:

1. Coordinate with the shop supervisor on a daily basis regarding any daily activities associated with Corrections Industries.
2. Monitor all movement within Corrections Industries area.
3. Account for all tools, equipment and supplies necessary for production and safety.
4. Maintain surveillance and security of the shop and check all storage areas for contraband,

during their rounds. Ensure inmates are at their assigned work stations and are performing assigned tasks.

5. Sign an inspection register noting the date and time of each inspection.
6. Notify the shop supervisor of any irregularities and provide back-up for any corrective action deemed appropriate. The Facility Manager will be notified immediately, as a matter of routine, on any discrepancies noted and corrective action taken.
7. Circulate among the Corrections Industries shops to familiarize themselves with the production schedules, security procedures and priorities associated with the manufacturing process. An interchange of ideas is encouraged to improve efficiency.

F. Administrative Offices shall:

1. Be responsible for bookkeeping activities associated with Corrections Industries operation.
2. Maintain an accurate and updated file system.
3. The Administration Office functions under specific guidelines for maintaining operational objectives, conformity and security procedures as follows:



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CD-110702 Conduct of Operations at C.I. Production Shops	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
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AUTHORITY:

Policy *CD-110700*

PROCEDURES:

A. General Guidelines

1. All inmates currently employed in the shop will be interviewed by the Shop Supervisor and secured records maintained acknowledging experience, interest, knowledge of the equipment and willingness to work. Any previous employment in the industry will be noted in the file.
 - a. Current inmate Lead Workers are only authorized to participate in the hiring of new inmate employees by assisting the Shop Supervisor in developing interview questions.
2. Signs will be posted noting limited access and break areas. Breaks will be mandatory and all individuals must leave their assigned work areas and move to the designated break area. Strict compliance will be enforced.
3. The supervisor will continually move throughout the shop during operational hours. At any time the inmates are released for special activities, the facility will be secured and locked.
4. Inmates who do not comply with shop security rules will be given a misconduct report and immediately terminated from the Corrections Industries program.
5. Once issued, the inmates will be accountable and must fill out a log noting which tools and supplies were used during the day. Spoiled raw materials must be accounted for by use of the log and the proper documentation prepared to ensure accountability.

B. Work Order Processing

1. Once the restricted area is ready for occupancy the supervisor will review the work orders that were received from sales and acknowledge the delivery dates and assign the work to the inmates.
2. After the work orders have been reviewed, the shop clerk will process each work order. This report includes specifications of the job and materials needed to complete the project in a timely manner. Inmates are required to sign the **Quality Control Tag (CD-110702.1)** acknowledging they have quality checked and completed the job. The Shop Supervisor shall also sign the form, indicating final inspection of the job before shipping. One copy of the work order will be kept in the work order file for reference.

C. Upon completion, the job is inspected for completeness and accuracy and sent for final disposition and re-inspection by the supervisor.

1. Once the job is complete, the material is sent to the shipping department where it is inspected, shrink wrapped, boxed and prepared for movement to the warehouse. The shop supervisor will make the final inspection before authorizing delivery or shipping.
2. The shop supervisor and/or facility manager is responsible for completing all information (which includes: typing ticket and sending completed signed tickets to Central Office) on the **Delivery Ticket** form (*CD-110704.2*). The delivery ticket will be sent to the Central Office Accounting section via e-mail and/or saved on the shared network drive.
3. An Inter-transfer form to Packaging and Distribution will be prepared to list delivery ticket numbers and total number of cartons which applies to the specific delivery ticket being transferred to the Distribution Center.

The Distribution/Warehouse Manager will verify proper counts for each carton, sign the transfer form, keeping one copy for his records and returning a second copy to the shop supervisor. Work orders will be retained for repeat orders.

4. During routine inspections by staff and security personnel, all trash cans will be checked for possible violations of work orders or other non-authorized work activity products.

D. Production Control:

1. Upon receipt of a new work order, the Shop Supervisor will prioritize the workload and assign the work required to the appropriate shop.
2. A Weekly Work Order Aging Report shall be completed as a means of monitoring production schedules. The Shop Supervisor will monitor all production by direct floor supervision.

E. Inventory and Raw Material:

1. The Shop Supervisor will be responsible for ensuring all min-max inventory quantities are maintained in accordance with policy CD-110500 Corrections Industries Comprehensive Inventory System.
2. The Shop Supervisor will assess work and production orders, current inventories and production histories to determine materials needed to maintain a smooth productions schedule. Materials requisition sheets will be provided to the Operations Manager and Purchasing Agent.
3. The Shop Supervisor shall receive and inspect all merchandise and sign a Receiving Report.

A. General Security Guidelines.

1. Authorized inmates assigned to the shop shall not bring in any contraband or unauthorized items into the shop area. Under no circumstances shall inmates leave the shop with state property, documents, supplies or any papers related to confidentiality of the customers.



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CD-110703 Delivery Personnel and Assigned Inmates	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
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AUTHORITY:

Policy *CD-110700*

PROCEDURES:

A. The Deputy Director will:

Conduct audits of Distribution Center records and files to ensure policies and procedures are being adhered to.

B. The Distribution/Warehouse Manager will:

1. Maintain responsibility for all activities associated with the Distribution Center, vehicle fleet maintenance, quality control, transportation of assigned inmates, supervision of the Correction Industries Delivery Drivers, and delivery of Corrections Industries products and services.
2. Coordinate all deliveries with Corrections Industries Distribution Center personnel and customers.
3. Ensure Corrections Industries delivery trailers are loaded, parked outside the security perimeter (during normal conditions), and ready for dispatch to avoid down time, delivery delays, and unnecessary overtime.
4. Route delivery trucks and schedules in the most efficient manner in order to reduce overtime of delivery personnel.

C. Corrections Industries Delivery Drivers shall:

1. Deliver CI product as scheduled, or report any changes in schedule to the Distribution/Warehouse Manager via cell phone immediately.
2. Ensure delivery ticket(s), pickup order(s) and other documentation correspond with delivery item(s), raw material and/or equipment being transported. If a customer requests that an item be picked up, the driver will notify the Sales and Marketing Manager or the Distribution Supervisor via telephone for verbal approval and note such in their daily log. Drivers must turn in the delivery ticket(s) daily from the previous day deliveries, accompanied by a driver's log.

3. Ensure that all delivery item(s) are properly secured in the delivery vehicle or trailer. Report any damage to the delivery items to the Distribution Manager immediately.
4. Sign delivery ticket(s) acknowledging the delivery item(s) are in good condition and passes Corrections Industries quality control standards.
5. Be assigned a cellular phone for the purpose of conducting CI business and communicating security issues with the institution. Drivers must respond to business calls received on the cell phone during working hours. Drivers must check their voice mail periodically in case of a change in the next day's itinerary.

Failure to carry assigned cell phones or maintain monthly allotted minutes will result in disciplinary action. Drivers will be required to reimburse the Corrections Department for any cost over the standard monthly cell phone bill, due to misuse or abuse of the cell phone.

6. Maintain responsibility for all daily transport activities, supervision of assigned inmates and security procedures.
7. Ensure proper documentation, i.e., transportation orders are submitted to appropriate security personnel prior to transporting assigned inmates to and from delivery/pickup destination(s).
8. Pickup assigned inmates at the Control Center.
9. Escort assigned inmates back to the Control Center and check inmates in with the Control Center Officer.

D. Attitude and Conduct of Delivery Personnel:

1. When transporting assigned inmates outside the institution, the driver must be alert, objective, calm and unemotional in exercising responsibilities. Drivers must be able to sense and evaluate the mental state of the inmates. Disturbed feelings often cause unwarranted and unexpected reactions, which the movement of transporting officer (driver) must anticipate if he expects to do the job without injury to life or destruction of property.
2. Drivers are required to maintain a proper rapport at all times, especially while interacting with Corrections Industries customers. They shall treat inquiring citizens and customers courteously, but shall not provide information relating to the movement of trustees and shall not permit interview or conversation by inmates with unauthorized persons.
3. Drivers represent Corrections Industries during deliveries. Under no circumstances will a driver make adversarial comments concerning the product or service provided during deliveries, nor will the driver permit assigned inmates to make negative comments. Drivers will notify the Sales and Marketing Manager or the Distribution/Warehouse Manager if they encounter a situation where the customer becomes upset or unmanageable.

E. Proper Security:

Minimal Requirements:

1. Level I Security Inmates: The supervisory ratio will be determined by the activity and security requirement.
2. Level II Inmates: The supervisory ratio will be determined by the activity and security requirements.
3. It is the responsibility of the Deputy Warden to determine if there are any additional escorts or security requirements needed to ensure the inmates are being transported responsibly.
4. Security is a constant requirement and will not be compromised at any time. The same alert and diligent supervision are required in the transportation of assigned inmates. The methods, procedures and arrangements will vary slightly, depending on the mode of transportation and the number of inmates involved, but the type of supervision must not vary from that demanded for safe delivery of assigned inmates.

F. Supervision of Travel Activities:

1. Authorized restrictions will be acknowledged so that inmates are in contact only with authorized personnel.
2. Assigned inmates will be supervised by drivers while unloading, loading and transporting Corrections Industries goods and services. Drivers will have contact with assigned inmates at least every fifteen minutes while product/service is being delivered.
3. The authorized driver is responsible for maintenance of good order and the prevention of unauthorized contact with the public.
4. Should any emergencies arise requiring special assistance, the driver shall contact the nearest law enforcement agency.
5. Notification:
If difficulties develop while in route, that may delay arrival time or if the delivery warrants more time, the driver shall notify the Distribution/Warehouse Manager and the Deputy Warden or shift commander as soon as possible.
6. Contacts:

Assigned inmates in transit between destination(s) and the institution must not be permitted to visit with anyone or make any public statements for publication without the authority of the administration. The authorized driver shall not permit unauthorized contact with the public by the assigned inmate(s).
7. Driver Guidelines for Assigned Inmates:
 - a. The driver will secure the vehicle to be used, completely search the vehicle and inspect the vehicle to ensure that it is serviceable and has adequate fuel. Any problems involved in the serviceability of the vehicle or trailer should be immediately reported to the Distribution/Warehouse Manager.

- b. Before transporting assigned inmates, the driver will make a thorough search of the individual to be sure there is no contraband or items that could support an escape.
- c. Drivers will familiarize themselves with the various law enforcement agencies that could provide assistance.
- d. The assigned inmates, at no time, shall be allowed to purchase any items while on transport.
- e. If the delivery trip takes more than six (6) hours, food will be provided for the assigned inmates.

When providing meal to inmates on the trip, stop at a place that has good security, good surveillance of surrounding area, is quiet, not populated, etc.

- f. All safety standards, including speed limits, will be observed by the driver.
- g. Only authorized stops will be made by the driver and established routes must be followed.
- h. Assigned inmates will be dressed according to institutional dress code at all times.
- i. The driver will identify the inmate(s) to be transported by obtaining a photocopy of the assigned inmate's picture and all applicable information from the Records Department. The driver will keep this information in their possession until completion of the inmate's assignment.

8. Vehicle Failure or Mishap:

- a. In case of vehicle mishap, collision or emergency break-down, the driver will request immediate assistance and notification will be made to the parent institution and the Distribution/Warehouse Manager.
- b. The driver is responsible for asking questions to clarify any procedure, situation or circumstance. In cases of doubt, drivers must resolve the problem and bear in mind safety and security are priority.
- c. The driver is responsible for the custody of the assigned inmates and must realize that they can be held legally accountable if failing to use good judgment or take appropriate precautionary procedures under the circumstances.

9. Escape:

- a. If an assigned inmate escapes while in transit, the driver will exhaust all available resources to apprehend the inmate, then take immediate action to contact the nearest law enforcement agency and parent institution.
- b. The notification should be made by telephone, if possible, so that a description of the

inmate(s) can be provided to these agencies. The notification should also include a summary of the circumstances surrounding the escape and any other information that may be helpful in conducting the search for the escapee.

- c. Under no circumstances should supervision of other inmates be relaxed in order to pursue an escaping inmate.

10. Illness En Route:

In the event an assigned inmate becomes gravely ill during transport, with no medical assistance available, arrangements should be made for examination by qualified medical staff as soon as possible. Representatives from the institution should be contacted for further instructions.

11. Vehicle Maintenance Requirements:

- a. The Distribution/Warehouse Manager will submit a preventive maintenance plan for each delivery truck and trailer to the Deputy Director. Delivery drivers will follow the preventive maintenance plan and ensure proper maintenance is performed on their assigned vehicles. Failure to follow the preventive maintenance plan will result in disciplinary action.
- b. Delivery drivers will be assigned a delivery truck in accordance with policy CD-020400. Delivery drivers will inspect their assigned vehicles prior to dispatch and fill out the **CI Vehicle Log** CD-110704.4

The delivery drivers will submit the CI vehicle log to the Distribution/Warehouse Manager on a daily basis. Failure to fill out the CI vehicle log will result in disciplinary action.

- c. Delivery drivers will report (in writing) any minor or major damage or any unsafe condition to their assigned delivery truck or trailer to the Distribution/Warehouse Manager immediately.
- d. The Distribution/Warehouse Manager will provide the delivery drivers a list of approved vehicle maintenance vendor(s). It is the responsibility of the delivery driver to make necessary arrangements to schedule their assigned vehicles for maintenance activities or minor repairs.

In case of an emergency vehicle breakdown, the Distribution/Warehouse Manager will obtain necessary purchase documents to tow and repair the vehicle.

12. Quality Control:

Delivery drivers shall comply with Corrections Industries Quality Control Standard Operation Procedure *CD-110800*.



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CD-110704 Delivery Tickets	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
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AUTHORITY:

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PROCEDURES:

- A.** The Facility Manager is primarily responsible for the generation and accountability of the **Delivery Ticket (CD-110704.2)** at the facility level.

Delivery Ticket Preparation:

1. Delivery tickets are pre-numbered documents which must be strictly accounted for by the Facility Manager.
 2. Delivery tickets are to be generated from the facility manufacturing the product.
- B.** The Facility Manager and Distribution Center shall be notified by the Shop Supervisor when a work order is complete.
- C. Distribution Center:**
1. Review work orders, change orders and other documentation in preparation for initiating the delivery ticket.
 - a. Note all discrepancies between the original work order and actual finished goods related to the work order.
 - b. Resolve discrepancies prior to drafting the delivery ticket.
 2. When delivery has been scheduled, the Distribution Center or facility manufacturing the product shall generate a delivery ticket. Information to be included:
 - a. Production institution
 - b. Work Order number
 - c. Customer's Purchase Order number
 - d. Date to be shipped
 - e. Complete address of customer receiving merchandise.

- f. Complete description of items to be shipped as per work order. Pertinent data to be included are:
 - 1) Work Order Item Number;
 - 2) Quantity;
 - 3) Description;
 - 4) Means of delivery, if other than Correctional Industries vehicle; and
 - 5) Indicate as to the completeness of the shipment by typing either complete or partial
3. Once the delivery ticket has been typed, an independent review of the ticket for clerical errors is required.
 - a. Enter the completed delivery ticket number on the Aging Report.
 - b. File one copy of the delivery ticket numerically.
 - c. The remaining copies shall be used in preparing goods for shipment.
 4. Preparation for Delivery
 - a. The Distribution Center is responsible for arranging delivery with the customer.
 - b. Prior to delivery, the Facility Manager or designee is responsible for the final inspection of merchandise.
 - c. After inspecting the merchandise to be delivered, the Facility Manager or designee must sign the delivery ticket under the caption "Final Inspection Prior to Shipping By _____." Disciplinary action will be taken if this is not adhered to.
 - d. Indicate the date merchandise was received by the customer. (This date is extremely important for audit purposes and proper accountability of accounts receivables.) If customer is not satisfied, please ensure it is noted on the delivery ticket.
 - e. The driver provides the customer with a copy of the signed delivery ticket.
 - f. The remaining copies and original copy are returned by the driver to the Distribution Center.
 - g. The Distribution Center supervisor will verify that all delivery tickets are accounted for by comparing the delivery tickets to the delivery ticket log.
 - h. The Distribution Center is required to forward all completed delivery tickets to the Central Office Accounting Section. In addition, for deliveries made during the last days of each month, the delivery tickets should be forwarded to Central Office as soon as possible.



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AUTHORITY:

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PROCEDURES:

A. The Director or designee will:

1. Review policies and procedures every six months to ensure compliance is maintained at all levels.
2. Conduct audits of Distribution Center records and files to ensure policies and procedures are being adhered to.
3. Conduct unannounced inspections on a periodic basis to ensure proper accountability and safety activities and quality standards are being maintained.

B. The Distribution/Warehouse Manager will:

1. Coordinate all deliveries with Corrections Industries customers, Sales Manager and sales personnel, and vendors within the State of New Mexico.
2. Coordinate all delivery activities with the Corrections Industries Facility Manager or his or her designee at all Corrections Industries shops.
3. Ensure that operational controls and proper documentation are in place before dispatch.
4. Conduct monthly meetings with all delivery personnel and review policies and procedures, provide training on safety, distribution and customer matters, quality control, complaints, and vehicle maintenance.
5. E-mail customer delivery itinerary(s) to the sales managers by 3:00 p.m. the day prior to delivery activities. E-mail delivery itinerary(s) at time of departure on all "same day" deliveries.
6. Complete assigned customer complaints within one workday and provide the sales office with a weekly status on pending customer complaints.
7. Consult with delivery personnel on all matters pertaining to fleet maintenance, security, assigned inmates, safety, quality and delivery of CI product.

8. Ensure Corrections Industries delivery trailers are loaded, parked outside the security perimeter (during normal conditions), and ready for dispatch to avoid down time, delivery delays, and unnecessary over-time.
9. Ensure that strict accountability is being observed over each and every item stored within the confines of the Distribution Center.
10. Maintain and plan weekly delivery schedules in advance to ensure efficiency of the Distribution Center.
11. Be responsible for submissions of monthly inventories of work-in-process and finished product items, and maintain a perpetual inventory on all stock items in the Distribution Center.
12. Submit signed delivery tickets to the Finance Manager via e-mail (minimum weekly basis) or each time Delivery Drivers pick up Central Office mail.
13. Sign shop transmittal form(s) acknowledging receipt (in good quality condition) of item(s) transferred from furniture shop to the Distribution Center.
14. Route delivery trucks and schedules in the most efficient manner in order to reduce over-time of delivery personnel.

C. Corrections Industries Delivery Drivers:

1. Delivery personnel must deliver CI product as scheduled, or report any changes in schedule or deliveries to the Distribution/Warehouse Manager immediately.
 - a. Changes in schedule or deliveries may be caused by customer prioritization
2. Drivers must turn in the delivery ticket(s) daily from the previous day deliveries, accompanied by a driver's log.
3. Report any damage to the delivery items to the Distribution/Warehouse Manager immediately.
4. Sign delivery ticket(s) acknowledging the delivery item(s) is/are in good condition and passes Corrections Industries quality control standards.

D. Fleet Maintenance Plan:

1. The Distribution/Warehouse Manager will submit a preventative maintenance plan for each delivery truck and trailer to the Deputy Director.
2. Delivery Drivers will inspect their assigned vehicles prior to dispatch and fill-out the CI Vehicle Log. The Delivery Drivers will submit the CI Vehicle Log to the Distribution/Warehouse Manager on a daily basis. Failure to fill out the CI Vehicle Log will result in disciplinary action.

3. Delivery Drivers will report (in writing) any minor or major damage to their assigned delivery truck or trailer to the Distribution/Warehouse Manager immediately.
4. Delivery Drivers will report any unsafe condition on their assigned delivery truck or trailer to the Distribution/Warehouse Manager immediately.
5. The Distribution/Warehouse Manager will submit a monthly Fleet Maintenance Report to the Deputy Director consisting of vehicle mileage, major repairs, damage, oil change, and other maintenance activities for each vehicle/trailer assigned to the Distribution Center.

E. Quality Control: [5-ACI-7A-4459]

1. The Distribution/Warehouse Manager shall be held responsible for ensuring that all items being loaded in the trailers and being delivered have passed the quality control inspections and are free of defects, unless the item is a factory second.

In the case where the Distribution/Warehouse Manager inspection turns up a defective item assigned for delivery, they are to refuse to accept the item for delivery unless directed, in writing, by the Facility Manager.

2. The Distribution/Warehouse Manager shall sign the quality control card as the final inspection and file the card in the work order file for tracking purposes.
3. Delivery Drivers shall comply with Corrections Industries Quality Control Standard Operating *CD-110801*.
4. The Distribution/Warehouse Manager or designee will be responsible for directly supervising all loads at the Distribution Center dock in order to minimize damage to goods. All CI product will be inspected prior to loading and ensure that furniture items have file racks, shelf clips, hardware, and that all the mechanics are in good working order.



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-110709 Aging Report	Issued: 7/26/06 Effective: 7/26/06	Reviewed/Revised: 04/22/22
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

Policy *CD-110700*

PROCEDURES:

- A. The Facility Manager is responsible for the preparation of the **Weekly Aging Report** (CD-110709.5) reflecting current production status and accounting for all assigned work orders.
- B. The format for all Aging Reports will include the following categories:
 1. Work Order and Item Number: assigned 4-digit work order number plus line item sequence number (e.g. 0001-1).
 2. Purchasing Customer: abbreviated name of agency purchasing product (e.g. State Investment Council).
 3. Complete Item Description: use catalog number plus descriptive narrative to include fabric, if appropriate e.g. #6260 CIEC-HB-B (Teal Barone).
 4. Percent of Item Completion: use standard completion percentage (%) as noted in paragraph C (e.g. 40%).
 5. Date work order was received at the facility: use the date that the work order was actually received at the facility. If the work order was sent to the wrong addressee or is incomplete, notify the Correctional Industries Division immediately for appropriate disposition (00/00/00).
 6. Original Estimated Delivery Date: established date based on the most accurate information available at the time concerning production delivery schedules and customer priorities (00/00/00).
 7. Modified/Delayed Delivery Date: a one-time revised date based on unforeseen deterrents will be noted and explained. If the column is not used, enter Not Applicable (00/00/00) or N/A.
 8. Reason for delay, status of work order, comments/remarks: brief statement of reason for delay, if applicable; otherwise, address latest status (work-in-process; awaiting shipment, pending, etc.).

9. Item, Quantity on Order: lists total production items on work order.
10. Quantity Shipped to Date: identify total number of items shipped to date. If no items were shipped, show zero (0).
11. Quantity on Back Order: number should reflect the difference between items on order and quantity shipped.
12. Day's In House: number should reflect the number of days from receipt of the work order to the date of the Aging Report.
13. Pending Amount of Item(s) a number should account for the total number of items on back order times (x) the unit price (0.00).

C. In order to determine a practicable production status and percentage of completion on the Aging Report, the following descriptions were developed to standardize the reporting procedures. These criteria will be posted in the top right-hand corner of each Aging Report.

Furniture

40%	Parts cut and ready for assembly;
50%	Work-in-Process (WIP); being assembled;
75%	Assembly complete;
90%	Assembled; in sanding;
95%	Assembled; in finish;
99%	Complete; in warehouse;

Print Shop

20%	typesetting camera plates;
50%	Paper on floor;
80%	Printed, ready for cutting;
90%	Bindery, collating;
95%	Packaging;
99%	Warehouse, ready for delivery;

Upholstery

40%	cutting of foam, patterns and sewing of patters for all chair lines;
50%	Preparation of work which includes: foam assembly, burlap wrap, webbing, no sag wire of seating frame;
75%	Pattern assembly, pattern fitting and tacking;
85%	Assembly of completed seating, assembles arms, back, and seat to frame. Install controls, base and casters;
95%	Q.C. Station, steam and plastic wrap, install dowel buttons, final touches;
99%	Complete; in warehouse, awaiting shipment.

Metal Fabricating

40%	Parts cut and ready for assembly;
50%	Work-in-Process (WIP); being assembled;
75%	Assembly complete;
90%	Assembled; in grinding;
95%	Assembled; in finish;
99%	Complete; in warehouse;

Sewing

40%	Parts cut and ready for assembly;
50%	Work-in-Process (WIP); being assembled;
75%	Assembly complete;
95%	Assembled; in packaging;
99%	Complete; in warehouse;

Janitorial: All completion percentages are based on % of cases done towards the work order

Packaging and Distribution Warehouse: All completion percentages are based on best estimated delivery from vendor or C.I. Shop

- D.** The completed Aging Report will be sent to the Director or designee and the Sales Manager, no later than 12:00 p.m. each Friday. The Marketing and Sales Managers will review the report and discuss any unusual circumstances with the Facility Managers. In addition, the Marketing Manager will instruct the sales representatives to confirm the status of work orders with their customers and submit a weekly report acknowledging the status and existing conditions, if appropriate, associated with each completed purchase document.

NEW MEXICO CORRECTIONS DEPARTMENT
Corrections Industries Quality Control Tag

QUALITY CONTROL	
Work Order #:	Item # _____ of _____
Customer:	Location:
Catalog #:	Description:
Approved By:	
Comments:	

