

Business Change & Improvement in Fleet Management



Agenda

- Key challenges facing Fleet Managers
- Improvement and transformation techniques
- Next steps



Key Challenges

- Performance management
- Customer service
- Maintaining ageing assets
- Outsourcing and privatisation
- Unauthorised use of vehicles



Performance Management

- Performance metric setting
 - Activity based costing
 - Variation analysis
 - Benchmarking
 - Resource reallocation
- Six sigma
 - Amount and quality of data
 - Standardisation of process
- Lean
 - Value stream mapping



Performance Management

- Lean – 5 S's



Performance Management - Avoiding Information Overload

1. Define your information requirements
2. Develop a framework to collect, collate, maintain and present the required information
3. Determine the information you already have and determine the plan to obtain the remainder
4. Optimise the presentation of information to generate good decisions
5. Stop bombarding everyone with meaningless information

Customer Service

- Voice of the customer
 - Customer satisfaction data in the public sector
 - Critical to Quality (CTQs)
 - Net promoter score
- Outcomes focus
 - Performance measures
 - Culture
 - Capability development
 - Business excellence



Maintaining Ageing Assets

- Data
 - Usage
 - Condition
 - Trends
 - Benchmarking
- Root cause analysis
 - Factors affecting ageing



Maintaining Ageing Assets

- Controls
 - Engineering
 - Behavioural
 - Preventative maintenance
 - Knowledge management
- Future proofing
 - Capable people
 - Spares
 - Supply chain



Outsourcing and Privatisation

- Demonstrate competitiveness
 - Performance data
 - Quantitative and qualitative
 - Customer satisfaction data
- Continuous improvement
 - Customer satisfaction
 - Stakeholder relationship management
- Strategic approach
 - Capability development
 - Integration



Unauthorised Use of Vehicles

- Performance focus
 - Defining good driver / user behaviour
 - Rewarding good behaviour
- Communicate the cost of bad behaviour
 - Track costs
 - Report costs
 - Allocate costs
- Transparency
 - GPS tracking
 - Reporting



Next steps

- Prioritise your key issues
- Determine appropriate business improvement or change techniques
- Increase your capability to apply the techniques
- Design and execute the improvement
- Monitor performance and adjust

Questions?

Further information

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