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



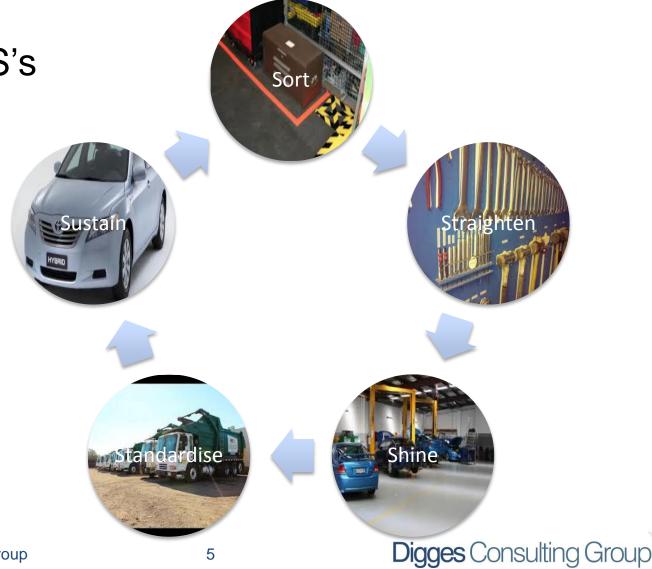
Performance Management

- 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

james@diggesconsultinggroup.com

0437 410 551

02 9487 3363

www.diggesconsultinggroup.com