Journey Management and Your Organisation

Journey Management is very much about ensuring that you have a safe compliant operation and if used correctly will deliver to you clear management information that will identify your risks, your opportunities and provide clear business reporting in one place.

Many organisations and business have separate systems for looking at demand planning and forecasting, scheduling, dispatch and delivery confirmation, yet few organisations and business take the time to link these technologies together or manage the driver and vehicle while they are out undertaking the work activity that's been set, despite the knowledge that this is the main critical element in the operation and at the same time potentially the single highest safety risk for the business.

Good journey management brings all the elements into one single space so that you can make effective business decisions based upon the correct interpretation of the data at your disposal. It's about how you manage the demand and demand forecast, how you schedule using the optimum type of transport, how you manage your drivers and vehicles in a safe, secure and efficient manner, how your transport supervisors and managers work in a leaner more effective process and then delivering to you clear concise business reporting that allows the business to strategically plan for its future.

UK
Source: VOSA Effectiveness Report 2013/14

Mechanical Checks: 92,171
Non Complaint: 34,205
Prohibition Rate 37.1%
Driver Checks: 51,652
Non Compliant : 6,453
Prohibition Rate: 12.5%
Weight Checks: 5,768
Non Complaint: 4,127
Prohibition Rate: 71.5%
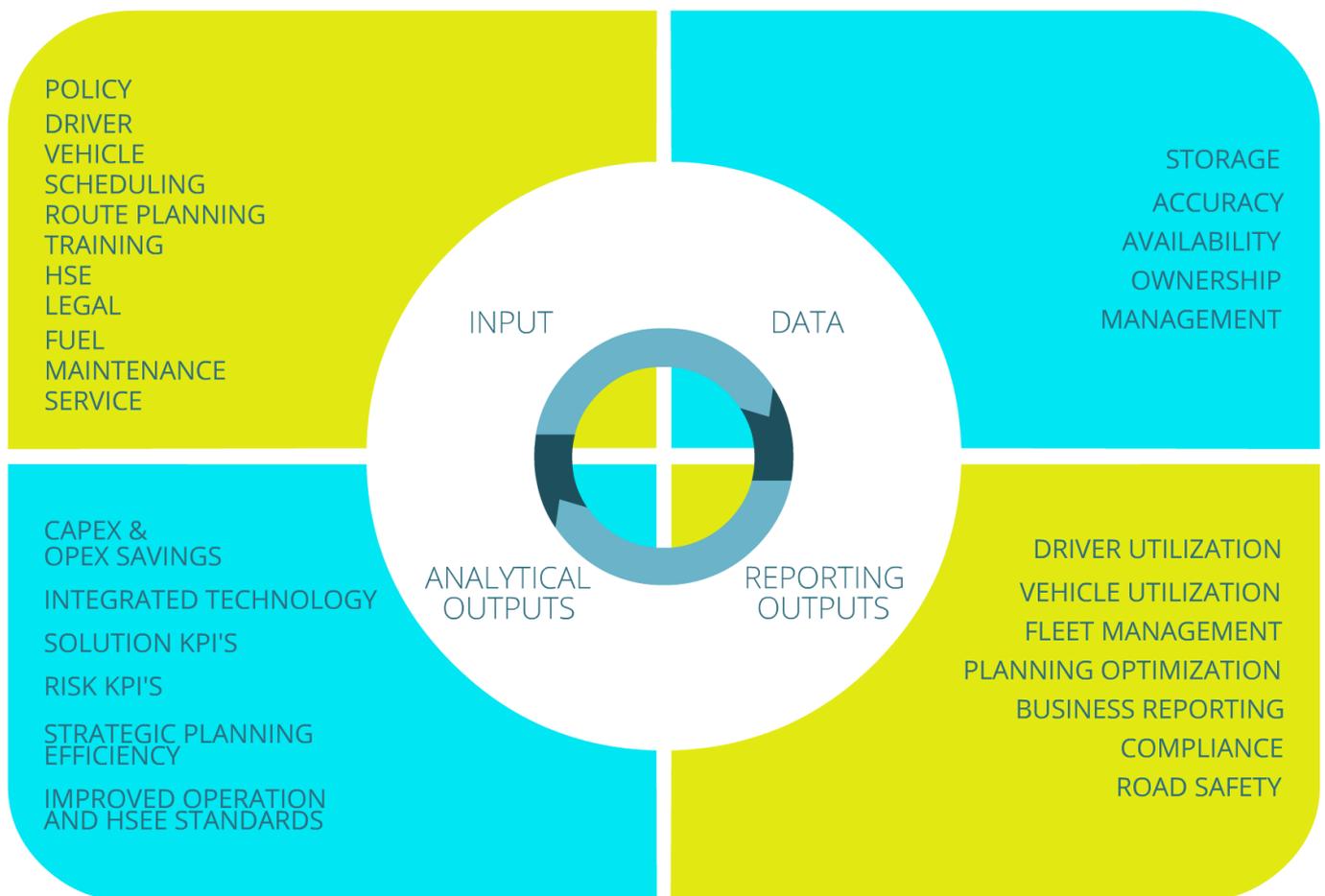
Cost to UK Logistics Business in Fines £1,001,480
(UK Figures are for GB Vehicles only, a further 155,187 checks were carried out on non GB vehicles)

This is not a new concept its being used by some of the biggest logistics organisations in the World today with one of our clients driving over 2 Billion miles annually between their own fleet and that of their primary contractors.

There are a number of key elements to a good journey management system and an In Vehicle Monitoring System (IVMS Telematics) is only part of the system, it won't give you the whole process and in these days of compliance and fleet optimisation across Primary, Secondary and Grey fleets its vital that any business sees the whole picture.

INPUT

POLICY
DRIVER
VEHICLE
SCHEDULING
ROUTE PLANNING
TRAINING
HSE
LEGAL
FUEL
MAINTENANCE
SERVICE

DATA

STORAGE
ACCURACY
AVAILABILITY
OWNERSHIP
MANAGEMENT

ANALYTICAL OUTPUTS

CAPEX & OPEX SAVINGS
INTEGRATED TECHNOLOGY
SOLUTION KPI'S
RISK KPI'S
STRATEGIC PLANNING
EFFICIENCY
IMPROVED OPERATION AND HSEE STANDARDS

REPORTING OUTPUTS

DRIVER UTILIZATION
VEHICLE UTILIZATION
FLEET MANAGEMENT
PLANNING OPTIMIZATION
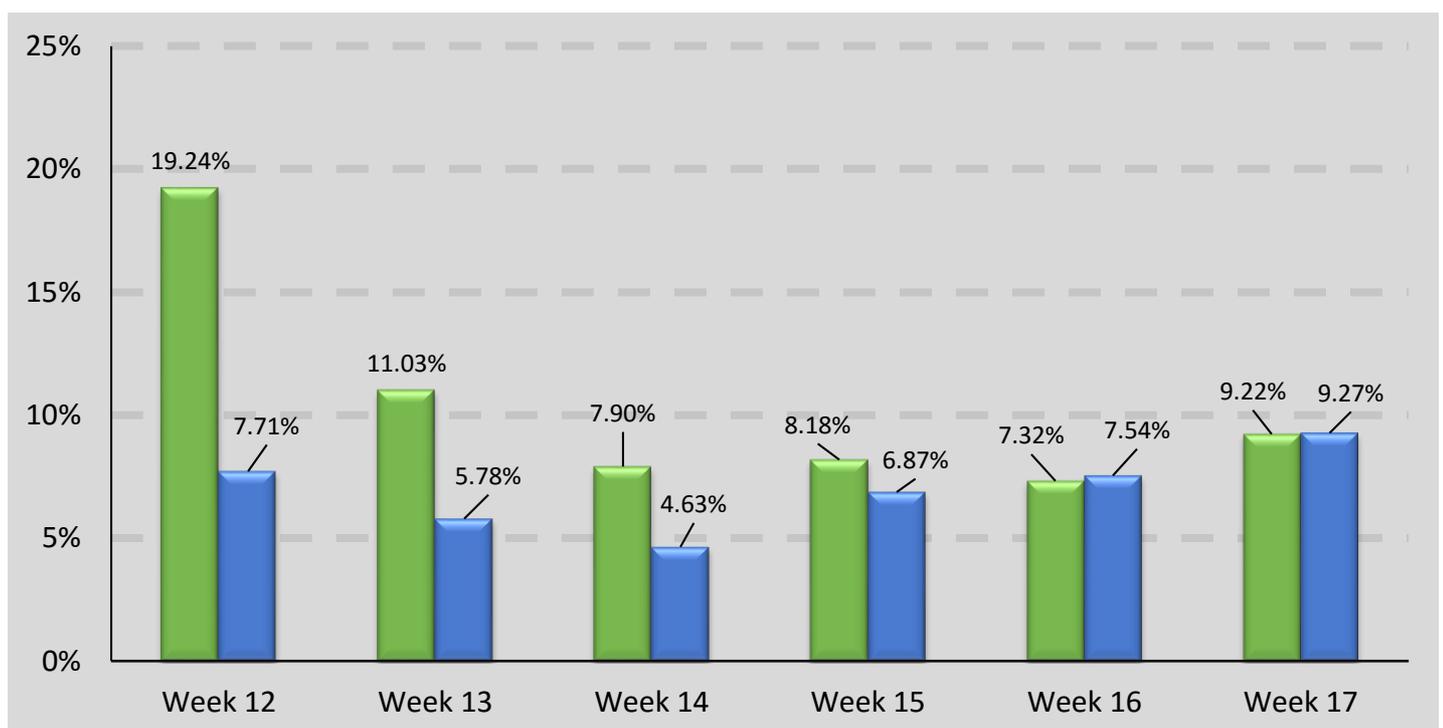BUSINESS REPORTING
COMPLIANCE
ROAD SAFETY

The benefits to any road transport operation are significant and where our clients have made the change to integrate their technologies, reengineer the demand, schedule, execution and close out of journeys and move away from a traditional logistics operation then they have made real savings against both Capital and Operational Expenditure.

Case Example:

Our client had recently leased a new fleet based on their old data and business knowledge. The fleet arrived at the same time we started the process of working with the client to move from a paper based traditional logistics operation to an end to end technology solution.

By the end of week 12, we recommended that they **reduce the fleet size by 40%** due to underutilisation, with peak demand services then being met by using logistics on demand services, saving considerable capital and operational expense.

Week	Green	Blue
Week 12	19.24%	7.71%
Week 13	11.03%	5.78%
Week 14	7.90%	4.63%
Week 15	8.18%	6.87%
Week 16	7.32%	7.54%
Week 17	9.22%	9.27%

By the end of week 17, the number of **non-compliant vehicles and drivers had fallen by 52%** in both the Primary and Secondary fleets.

By being able to use the data in line with the new policy and process, we were able to work with the drivers to modify their behaviour with the result that across all primary and secondary contractors the number of excessive speeding events has reduced to zero, the number of speeding events has reduced significantly and the client is now going to focus HSE Driver Awareness campaigns into Harsh Breaking and Harsh Acceleration.
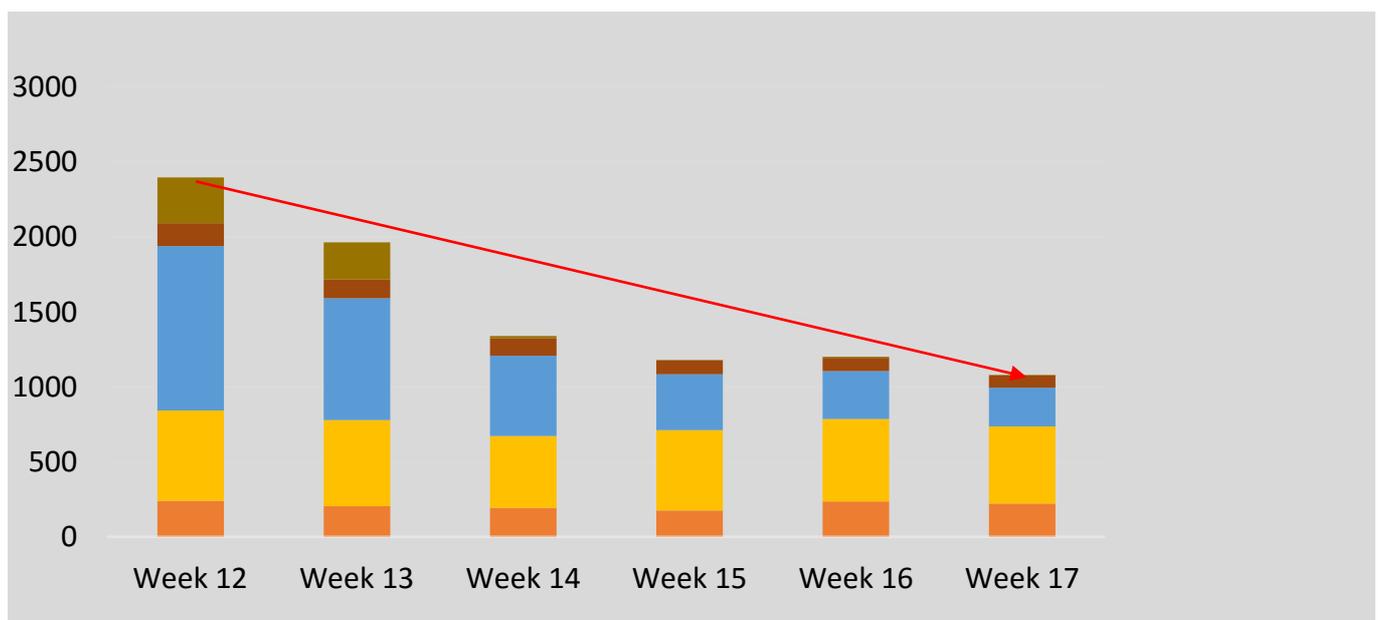
The client is also now able to identify the drivers who require additional training based upon individual performance levels, thus reducing the overall training costs by not training everyone on a bi annual basis but focusing on those drivers whose performance is not meeting with the business expectations.

In addition, by undertaking further evaluation of the data, the client is now able to identify routes and hazards so that they can avoid high risk areas at certain times of the day. In the map below hot spots have been identified in the city which represents a particular high risk, this could be major roadworks, difficult intersections or schools at particular times of the day.
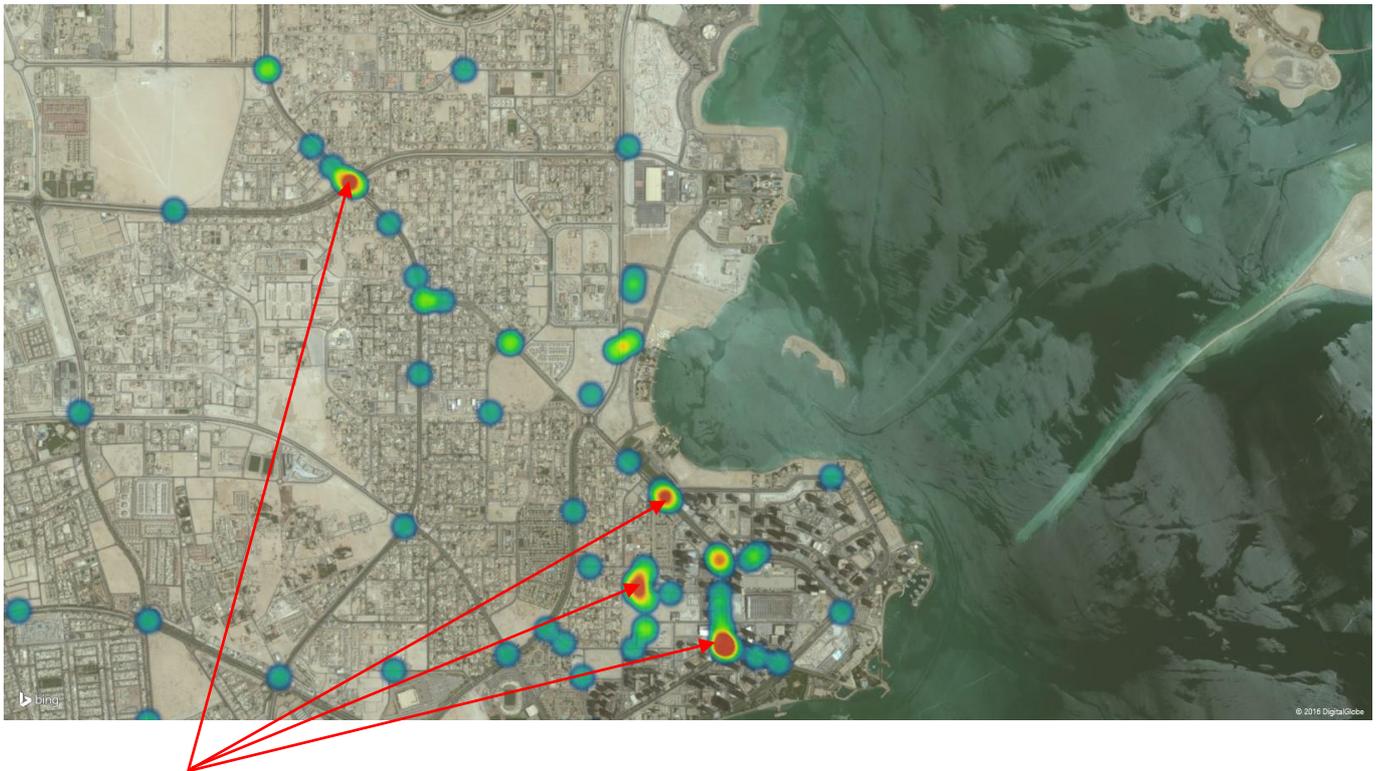
High Risk Areas can be avoided to reduce exposure to potential accidents and incidents.