

# Performance in Fleet Operations

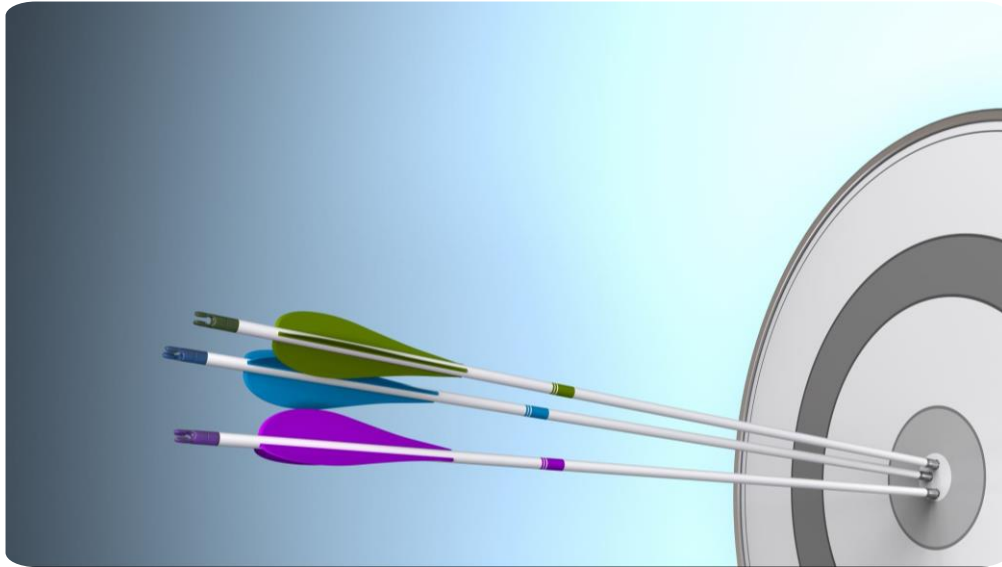




# Demonstrating performance

- What is Business performance?
- ***"Business Performance is the Fleet Departments ability to balance its budget from its resources and achieve its goals"***
- Resources are The People-The Organization-The Processes-The Information and Technology
- Goals, Align with the Council plan
- Goals, Fleet Plan is to provide the right vehicle at the right time so that our employees can do their jobs in a safe productive sustainable way

# Plan to achieve our goals



- The 3 Cs
- Costs
- Compliance
- Customer Satisfaction
- Fleet service Strategy and Plan
- Identification of relevant key performance indicators that will allow us to measure our position against our goals.



## Monitoring and challenging costs whilst driving performance (be Strategic)

- Competence
- Procurement
- Contract Management
- Authorization levels
- Zero based budgets / spend
- Data and coding
- Benchmarking
- Monitoring KPIs
- **Utilisation of assets**



# Results to date

- Reduction of Fleet size by 5 refuse and 10 panel vans saved a council £330k year on year whilst increasing the utilization of remaining fleet
- Outsourcing Depot and Fleet stores saved £250k year on year
- Stores review identified minimum savings between £60k to £200k year on year savings by introducing Category management working closer with fewer suppliers.
- Review of Fleet Management within a Council identified their present Businesses operating model wasn't working. Lack of oversight found that by leveraging it spend with one supplier rather than 7, Savings of £62k year on year were possible.

# Likely improvements into the future

- Quality Management
- Competence
- Process mapping of key activities
- Demand Planning and internal SLA
- Earned Recognition
- APSE Benchmarking
- Data
- Fleet Management and telematics systems

