



# **Transport operations and vehicle maintenance workshop**

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# Why measure performance?



- Meeting national requirements
  - Secure continuous improvement
  - Set improvement objectives
- Setting realistic improvement targets
- Evidencing the value of services, improving services
- Management information e.g. budget setting
- Creating a performance management culture
- Developing an overview of your services (strengths/weaknesses) over time and in comparison with others
- Measuring efficiencies, value for money and competitiveness
- Self assessment/monitoring
- Driving improvement: learning from others/best performers

# PN transport model



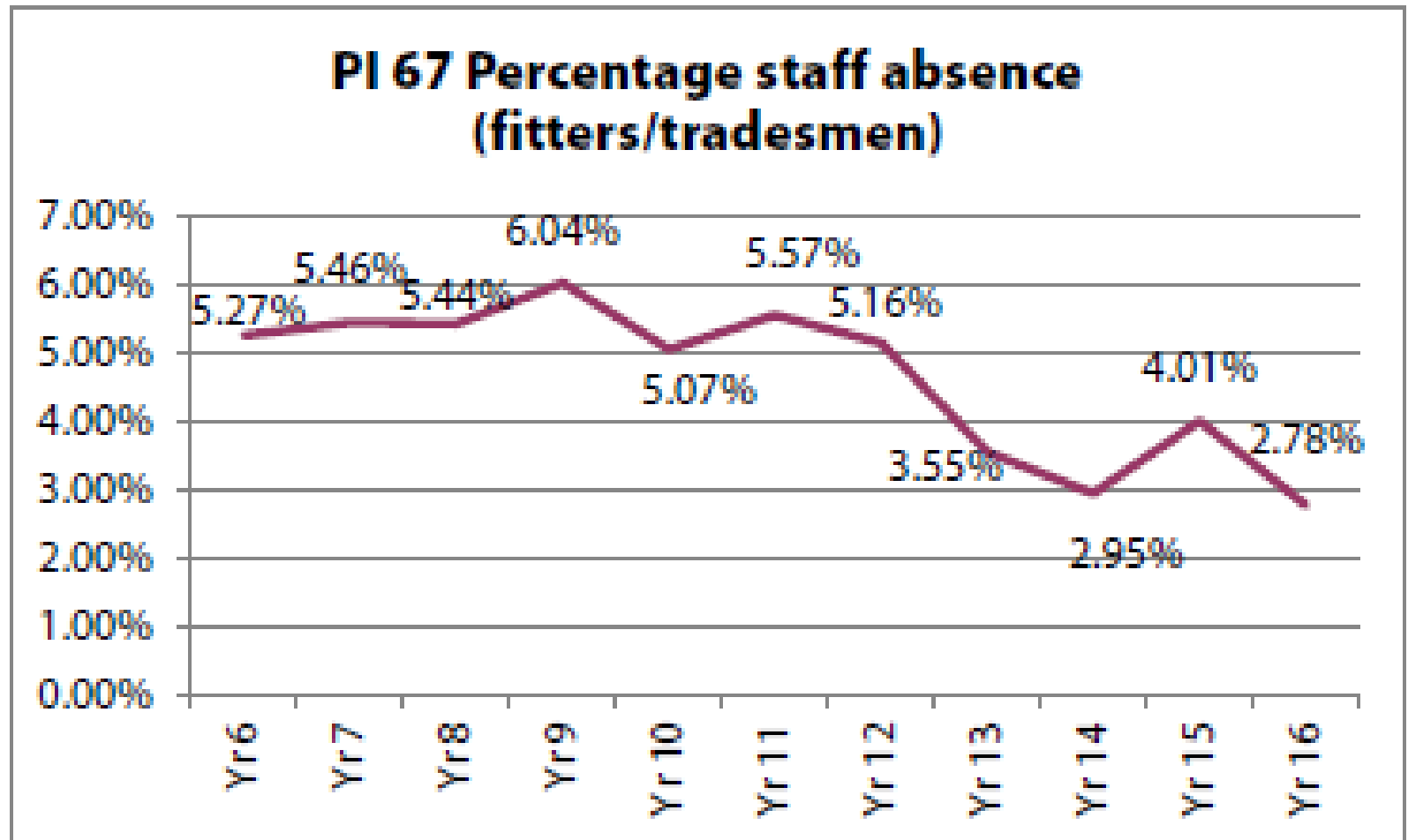
- *Contract maintenance hire charge – Supply and maintain vehicle*
- *Annual maintenance cost per weighted vehicle*
- *Percentage of maintenance cost attributable to non fair wear and tear*
- *Labour input hours per weighted vehicle performance indicators*
- No of weighted vehicle (units) maintained per fitter per annum
- Percentage staff absence (fitters / tradesmen)
- Number of days hire vehicles' used (per vehicle on fleet) to cover for vehicles in workshop
- Quality assurance and consultation
- Human resources and people management
- Good practice and consultation
- Percentage of vehicles passing DVA test first time
- Percentage of vehicles passing DVA test first time (DVA statistics)
- Percentage of vehicles serviced within 7 days of schedule
- Percentage of all workshop jobs completed within 24 hours
- Percentage of council vehicles requiring an Operators Licence
- Number of PG9 notices issued by DVA per 100 council vehicles



# **What's important to benchmark in transport services?**

Group discussion

# The trends and reports



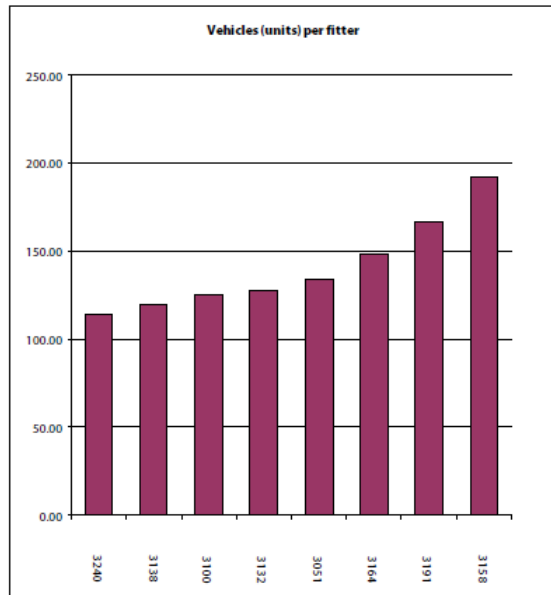
# The trends and reports



## PI 66a Number of weighted vehicles (units) maintained per fitter per annum

Family group T1

|                  | Number of fitters / tradesmen | Number of vehicle units (weighted) maintained | Vehicles (units) per fitter |
|------------------|-------------------------------|---|-----------------------------|
| Average          |                               |   | 140.82                      |
| Lowest           |                               |   | 114.20                      |
| Highest          |                               |   | 191.40                      |
| Lowest in range  | 5.00                          | 956.98  |                             |
| Highest in range | 43.90                         | 7,305.39                                      |                             |



Source data

[FPSOF] / [SRMFV]

Acceptable parameters: >90 and <200

## PI 76 Percentage of workshop jobs completed within 24 hours

Family group T1

| PIN  | No of workshop jobs | No of jobs completed within 24 hours | Percentage of jobs within 24 hours |
|------|---------------------|--------------------------------------|------------------------------------|
| 3018 | 25,864.00           | 20,946                               | 80.99%                             |
| 3051 | 7,770.00            | 6,835                                | 87.97%                             |
| 3088 | 14,971.00           | 8,622                                | 57.59%                             |
| 3100 | 14,445.00           | 9,532                                | 65.99%                             |
| 3115 | 3,694.00            | 2,951                                | 79.89%                             |
| 3130 | 6,714.00            | 4,134                                | 61.57%                             |
| 3132 | 13,739.00           | 10,634                               | 77.40%                             |
| 3138 | 13,033.00           | 9,532                                | 73.14%                             |
| 3153 | 3,314.00            | 3,045                                | 91.88%                             |
| 3158 | 5,067.00            | 4,560                                | 89.99%                             |
| 3164 | 8,711.00            | 6,734                                | 77.30%                             |
| 3191 | 19,041.00           | 11,414                               | 59.94%                             |
| 3240 | 4,862.00            | 4,460                                | 91.73%                             |



**Over to you...feedback**

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