

Case Study

Guaranteed Downtime Improvement

A Total Motion client, with a large fleet of vans and company cars, was looking for guaranteed downtime improvement. Its fleet was made up of 220 x SWB vans and 40x company cars.

Client Objectives

To meet our client's objectives, we needed to fully grasp the company's operations; becoming a part of the business and understanding every aspect. After spending 10 weeks with the client's team we had identified the areas of risk, the various requirements of the drivers and the expectations of the company's clients.

Solution

We provided a dedicated resource 24/7, within the agreed client-specific rules, enhancing our network and improving our downtime mechanism to ensure delivery of the desired results.

Our downtime management saw the average number of 2.4 days off road reduced to 1.1 days off road. We also identified a huge saving in driver mobility downtime, seeing this fall from an average of 8.25 hours to 3.3 hours when a vehicle broke down or became inoperative.

The client's accident management process was as good as it could be when done in-house, but it lacked resource. It was also missing out on the cost saving benefits offered by a nationwide network with agreed parts & labour rates.

Process

Our first enhancement was to provide a 24/7 reporting resource, as well as to introduce a bump card to help drivers capture the information – a combination which saw reporting time decrease by 55%.

Next, we used our expert advice to set about improving repairs. For the first time the company's decision makers received consistent repair cost estimates in a clear, easy to understand format.

In the first three months, the company had independently confirmed more than £11,000 of savings from using our network. The board of this large organisation wanted simple visibility of what was happening and the cost. By working closely with our client, Total Motion successfully created the industry's first true pence per mile cost report that was updated live as the money was spent.

For the first time all fleet costs, including depreciation and insurance, were in one place, allowing the client to produce a three-year plan of where small savings could be made.

All the company's drivers and its business operations had an improved experience – resulting in higher productivity but lower running costs. Total Motion is now seen as the fleet support department of the organisation, allowing the company's resources to be allocated elsewhere.

Contract Targets

- 1 Provide a 24-hour guarantee that drivers would be mobile again within 5 hours of supplying their initial downtime report.
- 2 Reduce its accident management costs by 25%.
- 3 Create a pence per mile report on the fleet.
- 4 Become an extension of its own operations team.