Operational Methodology

A Tactical Model for Establishing Fleet Metrics
Presenter: Julia Leach

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- Wireless Fleet Intelligence Training & Performance, specializing in large industrial fleets and high risk industry

- Wenco International Mining Systems, a division of Hitachi Construction Machinery

- 13 years in Fleet Management Systems, hardware and software manufacturers

- Oil and Gas, Commercial Transportation and Logistics, Dangerous Goods and Explosives, High-value shipments, Governments both Federal and Municipal

- FedEx Express, City of Chicago, Marathon Oil, California Highway Patrol and more…

A solid Operational Methodology is required to support and capitalize on your Fleet Management System.

What is an Operational Methodology?

- The "Human System" that interacts with the Fleet Management System.

- Structured and systematic, logical and repeatable.

- Written down and universally understood.

- An evolving process that is specific to the customer.

- Maintained and assessed regularly, like a computer system.

- Required to establish performance benchmarks.

You can only Manage what you Measure.

How do you design an Operational Methodology?

- Partner with the customer to establish the Operational Methodology that best works for them.

- Analyze and establish the various indicators of successful operations (i.e. production rate)

- Establish measurement criteria.

- Establish clear goals and targets.

- Construct a series of pro-active behaviors and system usage patterns aimed at reaching the targets.

- For all levels of personnel that interact with the fleet technology, define the tasks of their job in detail, including decision making paths for all possible scenarios.

An Operational Methodology is Universally Understood.

Establish success criteria definitions, how they will be measured, what system features will be used to measure them, who is responsible for interpreting the data. Examples:

Measuring Productivity

- Quantity of material generated by loaders, quantity material moved by haulers, number of dumps, total distance traveled

Measuring Efficiency

- Total idle time for all loaders, average loader idle time, total hauler wait time, average hauler wait time, amount of time spent in down or delay status

Fuel Use and Refueling Strategy

- Total amount of fuel used across the fleet per shift (time), per quantity of material (amount), distance traveled

Decision Ready Data
- Information is made available in clear, understandable, reliable form and used to make operational decisions
- Decision making paths are clearly identified, routine, supported, and universally understood

Empowering your Fleet System
- System makes dispatch decisions
- System is maintained and configured by personnel with the appropriate skill level

Empowering your People
- Performance-based Training, based on the tasks required to achieve targets and goals
- Dispatcher role is respected and valued

Pro-active rather than Reactive.

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Level 1: Hardware and Software
- Core technical components and functionality

Level 2: Professional Services
- Integrates the hardware and software into the customer's physical environment and business process
- Project management, installation, support, custom development
- Supports and strengthens customer's equivalent role
- Helps establish Operational Methodology

Level 3: Management
- Support senior management to establish goals and targets
- Targets inform and are tied directly to operational methodology at a tactical level
- Operational methodology is driven down through all levels of the organization: **Universally Understood**

Level 4: Users and Training
- Training and on-going coaching is performance-based and specific to each job role (dispatcher, operator, supervisor, management)
- Jobs and tasks are informed by operational methodology
- Structured performance allows for benchmarks, which allows for meaningful measurement and growth
- Systematic Decision Making Process

Level 5: Full Cycle Assessment
- Support Senior Management to assess results, compare against current goals and targets
- Establish next round of goals and targets
- Adjust Operational Methodology as required
- "Top Down" approach as well as "Bottom Up"

Partnering for Performance across all Systems: Human and Computer