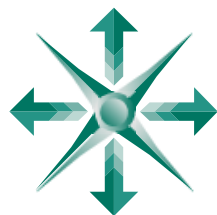


22 September 2009

Scott Hardy

→ **FreightBestPractice**



EXPLORING



EMBEDDING



EXPANDING

Overview

→ What is → Freight Best Practice ?

→ Fuel Efficiency

→ On Line Benchmarking



What is → FreightBestPractice ?

- Reduce the costs and environmental impact of freight operations.
- Improve operational efficiency, safety and journey reliability.

website www.freightbestpractice.org.uk

hotline 0845 877 0 877

All FREE!



What is → Freight Best Practice ?



Saving Fuel



DVDs



Developing Skills



CDs



Equipment and Systems



Pocket Guides



Performance Management



Case Studies



Multi-modal



Best Practice Guides

What is → Freight Best Practice ?



What is → Freight Best Practice ?

→ Independent Impact Assessment

- Industry savings **£83m** over last 2yrs
- Reduced CO₂ emissions by **240,000 tonnes** over last 2yrs
- Fleets save on average **£20,500 per year**
- **24%** awareness levels
- **29%** of all mileage travelled



Fuel Efficiency

→ Fuel Efficiency Trials Research

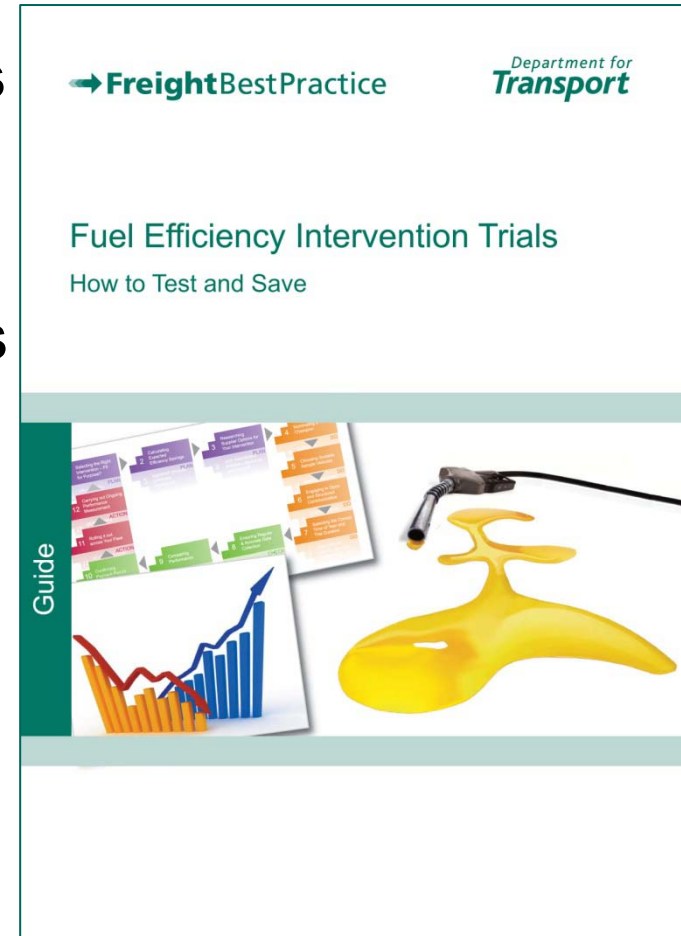
- Energy efficient tyres
- Michelin & HDNL
- Improvement MPG 4.72%
- Telematics
- Bandvulc & B-Track
- Improvement MPG 4.96%



Fuel Efficiency

→ Fuel Efficiency Intervention Trials Guide

- Simple 12 step process
- Focus on efficiency interventions
- Supported by 12 case studies
- Importance of trials
- Support investment decisions



Fuel Efficiency

→ DVD – Save It!

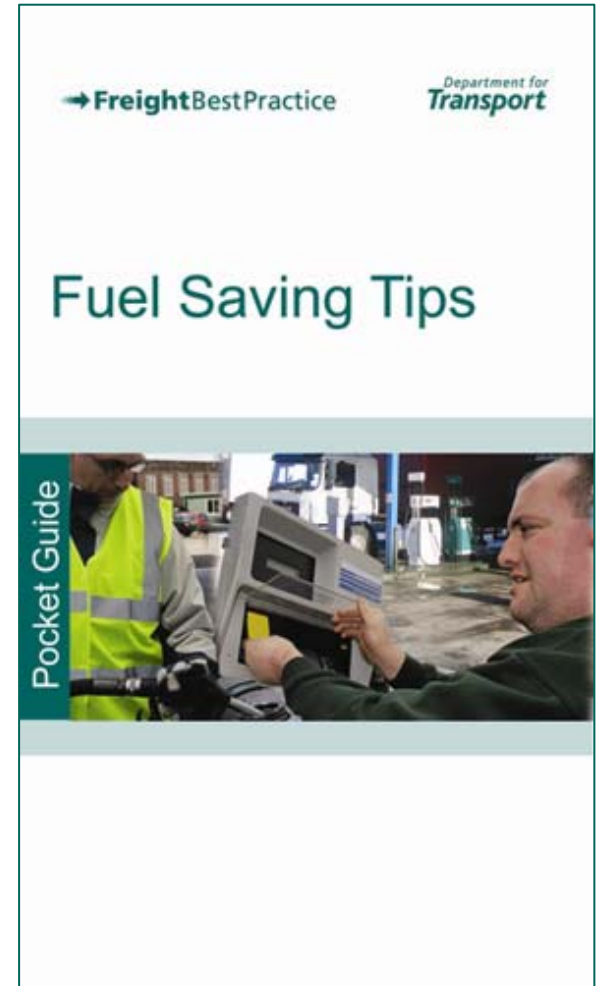
- 2 x 25min programmes
- Road to Fuel Efficiency
- Champions of Fuel
- Practical tips and advice
- Fuel saving and efficient driving



Fuel Efficiency

→ Fuel Saving Tips

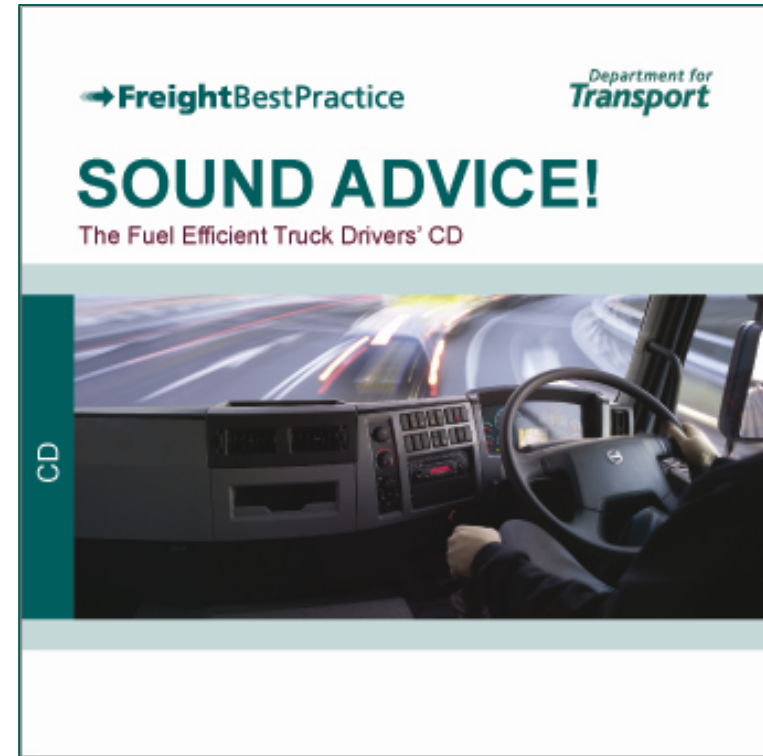
- Pocket Guide
- Driver top pocket
- Ideal reference tool
- Simple ways to reduce fuel use



Fuel Efficiency

→ Sound Advice

- 25 min audio CD
- Professional truck drivers and fuel experts
- Explores safe and fuel efficient driving techniques
- Now available as podcast!



Fuel Efficiency

→ Fuel Efficient Truck Drivers' Handbook

- Another Pocket Guide!
- One of most popular current products
- Introduction to driver's role
- Their effect on fuel efficiency



On Line Benchmarking



On Line Benchmarking



Specification

- **Internet** based – accessible 24/7
- Allow continuous **external** and **anonymous** comparisons
- **Secure** data transfer and storage
- **Compare** KPIs including MPG, Safety, Vehicle Utilisation & Customer Satisfaction
- **Instant** results and comparisons

On Line Benchmarking



What is benchmarking?

→ General definition –

“a continuous process of measuring products, services and practices against those recognised as industry leaders”

On Line Benchmarking



Previous Benchmarking Initiatives - Limitations

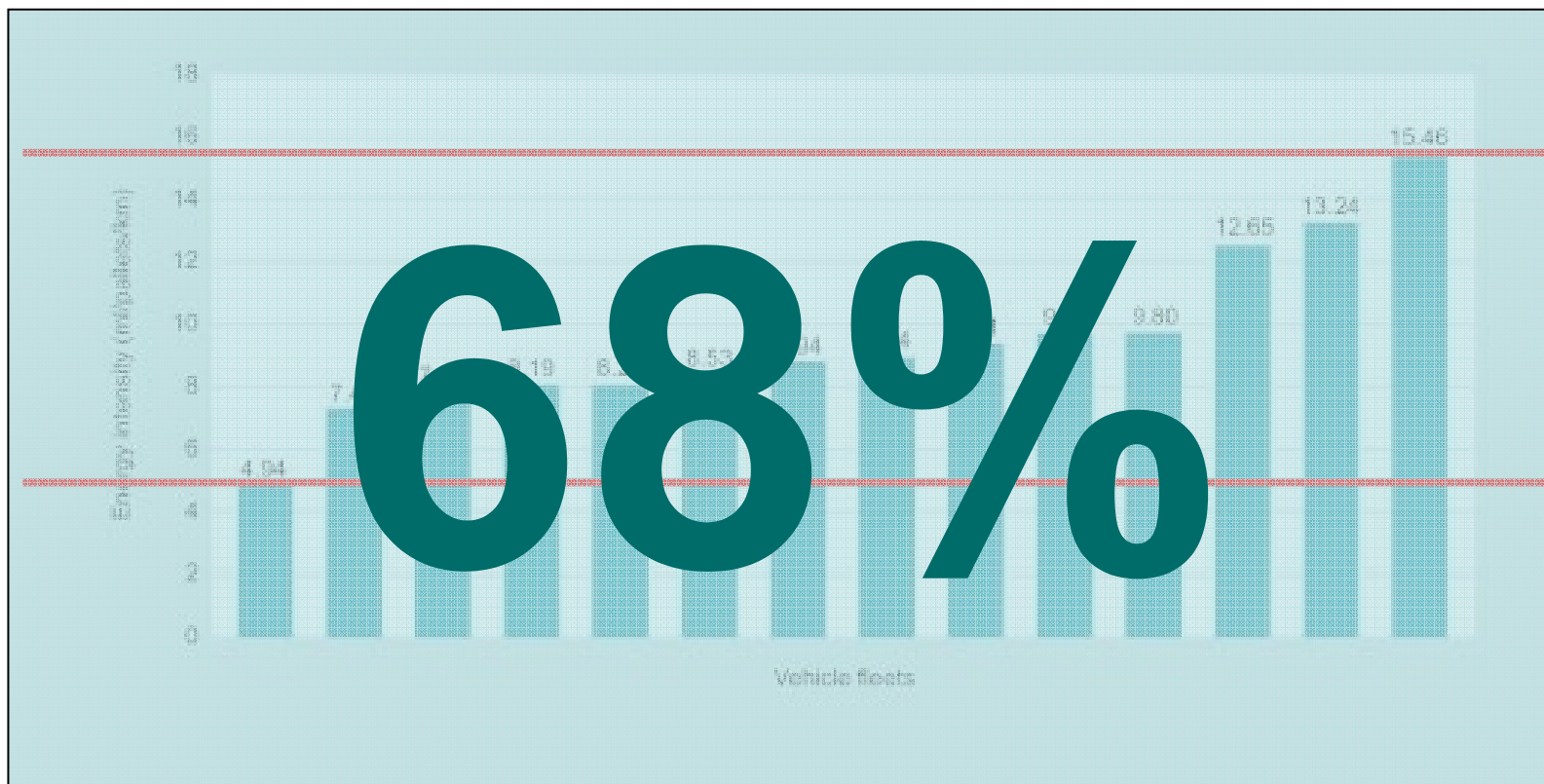
- Tend to be at a fixed point in time
- Offer a snap-shot of performance
- Not continuous
- Manual process
- Internal focus

Opportunities for external benchmarking system!

On Line Benchmarking



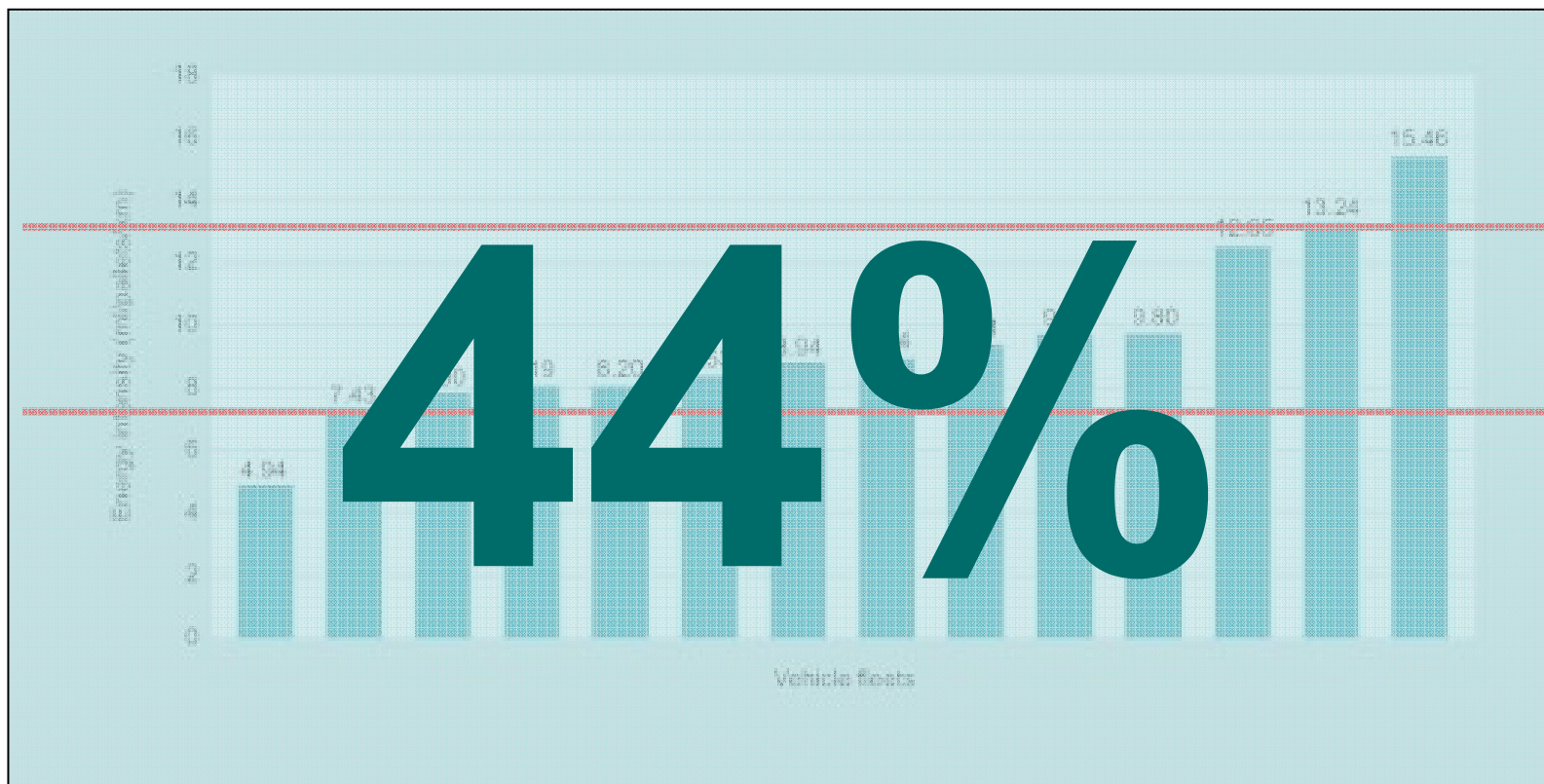
Energy Intensity – Pallet Trunking Survey



On Line Benchmarking



Energy Intensity – Pallet Trunking Survey



On Line Benchmarking



Key Performance Indicators (KPIs)

- Miles Per Gallon (MPG)
- Number of Incidents per 100,000kms pro-rata
- Empty Distance Run %
- Vehicle Weight Utilisation %

On Line Benchmarking



Key Performance Indicators (KPIs)

- Vehicle Time Utilisation %
- On Time In Full (OTIF) Deliveries %
- Damaged Deliveries %
- Delivery Complaints %

On Line Benchmarking



Testimonials – Current Users

“The OLB system has allowed us to compare our operational performance on an external basis with other comparable operators, to determine our industry in-class performance level. We are committed to using the system across more depots and continuing to assist in the future development of OLB.”

Eddie Green

Managing Director

Norfolklane Logistics Division

On Line Benchmarking



Testimonials – Current Users

“The benchmarking process has helped us to identify where we are as a business across a wide range of hauliers and identify areas for us to focus on in the future, particularly with regards to fuel interventions, for example regular wheel alignment.”

Mike MacDougall
Transport Manager
PS Transport

On Line Benchmarking



Benefits of External Benchmarking

- Best performing operators can be identified
- Understand where positioned within the industry
- Encourages better recording and reporting of data
- Identify areas where you can improve and save money
- Compare your performance with similar operators

On Line Benchmarking



Benefits of External Benchmarking

- Develop challenging but realistic goals for your company
- Understand the impact of newly introduced interventions
- Demonstrate efficiency of your operation to your customers
- Can lead to competitive advantage
- What gets measured, can be improved

OLB System Overview



- Following slides will illustrate On Line Benchmarking system
- Screen-shot summary
- Access to the system
- Basic functionality
- Data requirements
- Reporting capability

English [Welsh\(Cymraeg\)](#) [Northern Ireland](#) [Scotland](#)

FreightBestPractice

Department for
Transport

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Freight Best Practice is funded by the Department for Transport (DfT) and managed by Faber Maunsell Ltd to promote operational efficiency within freight operations.

Freight Best Practice offers FREE essential information for the freight industry covering topics such as saving fuel, developing skills, equipment and systems, operational efficiency and performance management.

All FREE materials are available to download from this site or can be ordered through the **Hotline** on 0845 877 0 877


On Line Benchmarking Launched!

On Line Benchmarking (OLB) is a new exciting DfT funded programme, to help the freight industry improve performance.

Benefits:

- Internet based – **available 24/7** to users;
- **FREE** to use;
- External, **anonymous** comparisons;
- **Secure** data transfer to meet with current Government standards; and
- **Instant** results reported to users from data entered into the system.

Are you a **Best-in-class** performer?



On Line Benchmarking
Section

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Welcome **freight**

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Search... 

Register Interest

To access the On Line Benchmarking system, please click the link below.

<http://www.onlinebenchmarking.org.uk>

OLB System Testimonials

"The OLB system has allowed us to compare our operational performance on an external basis with other comparable operators, to determine our industry in-class performance level. We are committed to using the system across more depots and continuing to assist in the future development of OLB"

Eddie Green, Managing Director, Norfolkline Logistics Division

"The benchmarking process has helped us to identify where we are as a business across a wide range of hauliers and identify areas for us to focus on in the future, particularly with regards to fuel interventions, for example regular wheel alignment."

Mike MacDougall, Transport Manager, PS Transport

On Line Benchmarking (OLB)

Are You a
Best-in-class
Performer?

FREE OLB Workshop!

24th September 2009, Altrincham, Cheshire.

For more information and to register for the workshop please contact Kat Livingstone at katherine.livingstone@aecom.com or call 0161 927 8341

Register Interest

To access the On Line Benchmarking system, please click the link below.

<http://www.onlinebenchmarking.org.uk>

OLB is a useful performance management tool that allows an operator to compare their operational performance across a range of 8 Key Performance Indicators (KPIs), covering aspects such as Fuel, Safety, Vehicle Utilisation and Customer Satisfaction.

Benchmarking reports can be run on a continuous basis and instant updates on your performance are available as further data is added to the system.

To access the new OLB system, [simply click here](#), and follow the instructions on how to register as a first-time user. Once registered, you will be able to access the system to explore its full functionality and capability.

Register Now!



First time user?
Click on the above to register

User Login

User ID

Password

Remember my password

Login

Change Password?
Forgot Password?

Add To Favourites



System
User Guide



How to
Use OLB

Welcome to On Line Benchmarking

On Line Benchmarking (OLB) is a new system funded by the Department for Transport to allow transport operators to externally and anonymously benchmark their operations, as an industry first. Measuring your own performance is an essential process for any modern day operator, but to fully understand how your operation compares to that of your peers, benchmarking is essential.

How to Register

If you have not yet registered for the system, please follow the steps detailed below:

1. Click on the 'Register Now!' button on the top-left-hand side of the screen to begin to register your details.
2. Once you have completed all fields, accepted the terms and conditions, and provided an email address a password will be automatically generated and sent to you.
3. When a password has been automatically emailed to you, please enter your User ID and password details in the User Login panel on the bottom-left-hand side of the screen.
4. You will then be asked to enter and confirm a new password before being able to select Login. You should now have access to the system.

Already Registered?

If you have already registered for the OLB system, please simply enter your User ID and password details in the User Login panel on the bottom-left-hand side of the screen and select Login.

KPIs

There are 8 Key Performance Indicators (KPIs) currently available within the system, covering elements of Fuel Performance, Safety, Vehicle Utilisation and Customer Satisfaction.

Any Queries?


If you have any queries, please contact either Scott Hardy on 0161 927 8398 or Caroline Ella on 0161 927 8328, or alternatively email the Support Team on olbsupport@freightbestpractice.org.uk

On Line Benchmarking.....Compare & Benefit!

Register

Log in



← My Depots

LOGOUT 

Home My Details **My Depots** My Vehicles My Interventions Data Entry My Rep

Environmental Impact Report

Depots

Depots	
Depot code DEMO	* Enter a unique code to identify each depot *
Depot name DEMONSTRATION	
Operator SCOTTS	
Region Code NW NORTHWEST	For assistance understanding your region please click here

My Vehicles

GOUT

LB

Home My Details My Depots **My Vehicles** My Interventions Data Entry My Reports Import Resources

Environmental Impact Report

HARDYS

Vehicles



My Vehicles



Vehicle Registration SC07TTS *Vehicle licence plate number only*

Operator SCOTTS

Date vehicle first registered	14/08/2007	Odometer type	KMs
Depot name			
Sector	Aggregates		
Geographical Spread (as operated)	National (within UK)	Operational Type	Motorway/Dual Carriagew
Gross Vehicle Weight (as Taxed)	Artic, 40 tonnes, up to 44	Average GVW (as Operated)	42
Driver Type	FULL TIME	BHP	0
Fuel Type	Diesel	Total number of axles	6
Body/Trailer type	Curtainsider (Artic)	Transmission	SEMI AUTO
Engine type	Exhaust Gas Recirculator	Euro Type	EURO 5

Interventions

Interventions - More Info?

My Interventions

LOGOUT

OLB

Home

My Details

My Depots

My Vehicles

My Interventions

Data Entry

My Reports

Import

Resources

HARDYS


Environmental Impact Report

My Interventions



Vehicle Registration	Aerodynamics - Body/Trailer front fairing	Aerodynamics - Body/Trailer side panels	Aerodynamics - Cab roof fairing	Aerodynamics - Cab side edge turning vents	Aerodynamics - Cab side fairings	Aerodynamics - Reducing cab gap	Aerodynamics - Tipper sheeting systems	Aerodynamics - Tractor side panels	Aerodynamics - Under-run air dam	Drivers - Driver Training (if this is first time conducted)	Drivers - Feedback/Motivation/repeat driver training	Operations - Savings from empty running decrease	Operations - Savings from vehicle fill increase	Other - 52MPH Limit	Other - AdBlue	Other - Anti-idling	Other - Synthetic	Telematics - Routing and Scheduling	Telematics - Satellite Navigation	Tires - Fuel efficient tyres (drive axles)
<input type="button" value="Save"/> <input type="button" value="MORE INFO"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
select all->	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CJ57RAS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DE58FMA	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S60SDH	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SC07TTS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
SH07JSU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Data Entry

LOGOUT  Home My Details My Depots My Vehicles My Interventions **Data Entry** My Reports Impo

Environmental Impact Report

Data Entry

Utilisation and Satisfaction KPIs

Transaction date	12/01/2009	
Vehicle Registration	SH07JSU 	HARDYS 
Core KPIs		
Odometer	26078	
Amount (Litres)	385	Enter amount of fuel in litres since last transaction, -1 for unknown
Number Of Incidents	1	An incident is defined as Where damage to vehicle, property or people

Vehicle Utilisation KPIs

Empty Distance Run	106	Enter number of Miles/KMs empty running since
Average GVW (as Operated)	42	Select average operated weight for the period
Worked Hours	49.00	Enter total hours vehicle actually worked since

Customer Satisfaction KPIs

Delivery Count	14	Enter number of deliveries since last transaction
Deliveries 'On Time and In Full' (OTIF)	12	Enter number of OTIF deliveries since last transaction
Delivery Damaged	0	Enter number of damaged deliveries (as declared)
Delivery Complaints	1	Enter number of deliveries that resulted in a complaint

My Reports









LOGOUT  Home My Details My Depots My Vehicles My Interventions Data Entry My Reports Import Resources

Environmental Impact Report

My Reports

 Show/Hide Category Selection

Artic, 40 tonnes, up to 44 tonnes gwv			Average Percentile Group				
KPI Name	My Average Fleet Performance	Average Performance for All	100-76%	75-51%	50-26%	25-1%	
KPI - Fuel Performance MPG	9.93	8.88	10.71	8.90	8.38	7.50	
KPI - Incidents per 100K	67.16	27.55	4.91	7.90	35.30	62.09	
KPI - Empty Distance Run %	5.04	19.21	3.64	10.53	19.46	43.60	
KPI - Average Weight Operated %	96.59	58.13	88.67	69.64	46.50	27.26	
KPI - Hours Worked Rate %	29.17	55.20	89.15	63.60	46.52	21.54	
KPI - Delivery OTIF %	88.10	91.23	100.00	100.00	100.00	64.72	
KPI - Delivery Damaged Rate %	4.76	4.76	4.76	0.00	0.00	0.00	
KPI - Delivery Complaint Rate %	4.76	4.76	2.38	7.14	0.00	0.00	

LOGOUT
OLB

- Home
- My Details
- My Depots
- My Vehicles
- My Interventions
- Data Entry
- My Reports
- Import
- Resources

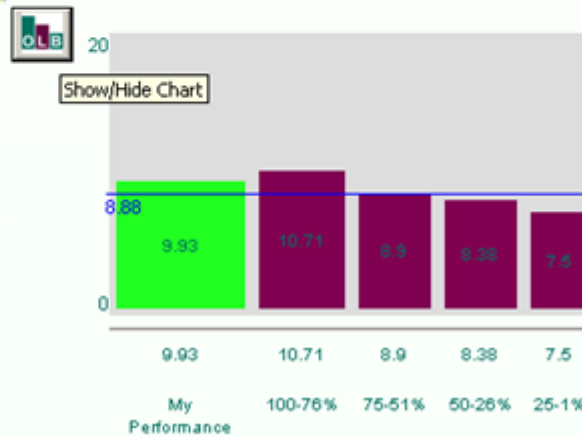
HARDYS

My Reports



Show/Hide Category Selection

KPI Name	My Average Fleet Performance	Average Performance for All	Average Percentile Group			
			100-76%	75-51%	50-26%	25-1%
KPI - Fuel Performance MPG	9.93	8.88	10.71	8.90	8.38	7.50



Average Performance for All Fuel Analysis - Artic, over 40 tonnes gw, up to 44 tonnes gw

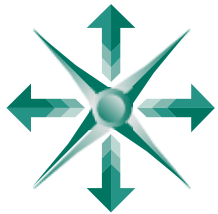
Sector	AGGREGATES CONTAINERS GENERALHAULAGE NONFOODRETAIL
Depot	CHESHIRE
Geographical Spread (as operated)	NATIONAL REGIONAL
Operational Type	MOTORWAY SINGLE
Driver Type	AGENCY FULLTIME PARTTIME
Gross Vehicle Weight (as Taxed)	A3
Total number of axles	5 6
Average GVW (as Operated)	40 41 42 44

Body/Trailer typ	Description	Target	MPG	
BH				
Engine typ	??? CONTAINERS AvgWt: 44	6.57	9.41	
Euro Typ	FM05SDH GENERALHAULAGE AvgWt: 42	6.57	9.22	
Top 5 Intervention (All fleets)	FM07SDH GENERALHAULAGE AvgWt: 42	6.57	8.26	
	??? AGGREGATES AvgWt: 41	6.57	7.87	
Total interventions: 7	AG07SDH AGGREGATES AvgWt: 42	6.57	7.62	
	FM06SDH GENERALHAULAGE AvgWt: 40	6.57	7.52	
My Fleet Average			7.46	
Top 5 Intervention (My fleet)	AG05SDH AGGREGATES AvgWt: 44	6.57	7.21	
	FM08SDH GENERALHAULAGE AvgWt: 44	6.57	6.33	
Total interventions: 2	??? GENERALHAULAGE AvgWt: 44	6.57	6.33	
	AG04SDH AGGREGATES AvgWt: 44	6.57	6.05	
	??? GENERALHAULAGE AvgWt: 40	6.57	5.20	
	??? NONFOODRETAIL AvgWt: 44	6.57	4.27	
	??? NONFOODRETAIL AvgWt: 44	6.57	3.45	
??? NONFOODRETAIL AvgWt: 44	6.57	3.21		

OLB Next Steps

- External benchmarking interest?
- Increase critical mass of data
- Establish new benchmarking specific sectors
- Establish new benchmarking specific vehicle types
- Determine any other types of KPIs

On Line Benchmarking.....Compare & Benefit!



EXPLORING



EMBEDDING



EXPANDING