

## Information Package

Transportation is a cornerstone of program delivery and is the second largest cost to most aid and development organisations. Vehicle fleets are used to monitor, coordinate and execute last mile distribution of humanitarian assistance. Without a fleet (vehicles, trucks and motorbikes), it is impossible to provide aid to those in need. This operational imperative also creates challenges for organisations: improper fleet management leads to:



Unnecessarily  
high costs



Deadly road  
traffic crashes



Raised CO2  
emissions



Jeopardizing  
successful delivery  
of programmes

### The Fleet Excellence programme will include:

- Access to fleet management e-learning modules, which will help participants learn the basics at their own pace before the workshop;
- 3-day in-country workshop which will include fleet management, fleet safety management and clean fleet strategy modules;
- Guidance to create a personal action plan to improve fleet management within your organisation;
- Active and frequent support and follow-up to assist you in the implementation of your personal implementation plan over the course of 6 months.

### Learning Objectives

During this programme, you will:

1. Understand the importance and the opportunities strategic fleet management presents to operations;
2. Understand how to implement vehicle fleet planning requirements and tools;
3. Develop the ability to oversee fleet operations and make informed decisions on key fleet management issues;
4. Develop the ability to prepare, analyse and present fleet management reports;
5. Develop the ability to communicate and negotiate with diverse audiences.

### Target Audience

The target audience are middle and senior managers from aid and development organisations working within transport, logistics or administration units. It is also suited for those who are aspiring to middle and senior management positions in specialist functional areas such as supply chain management, transport planning or transport operations.

Participants will only be able to join the 3-day workshop once they have completed the e-learning modules. Participants will be able to access these modules one month prior to the workshop.

**Costs:**

The cost for participating in the programme is USD \$300,- per person. Upon registration you will receive an invoice. Please refer to the invoice for the payment terms. Additionally, expenses for travel to and from the workshop location and stay (hotel, lunch, dinner, personal expenses etc.) need to be incurred by the participant or their organisation.

Fleet Forum member organisations will receive a 10% discount on their invoice. Is your organisation a Fleet Forum member? Click here for the list of member organisations:

<https://www.fleetforum.org/member-organisations>.

Are you working for a local NGO? Let us know when submitting your learning agreement. We have a few funded-spots for local NGOs and may be able to waive your participation fees.

**2019 Training Calendar**

The calendar for the in-country workshop is as follows:

Month	Location	Training Language
21-23 April	South Sudan	English
16-18 September	Lebanon	English
13 - 15 October	Kenya	English
11 - 13 November	Nigeria	English

\*Please note the training calendar is subject to change

**Before the In-Country Workshop**

Participants will be able to take fleet management e-learning modules, allowing you to learn the basics at your own pace before the workshop.

To participate in the in-country workshop programme participants have met the following criteria:

- Submission of a Learning Agreement
- 100% completion of e-learning modules\*
- Submission of your fleet monthly data report

\* We consider anything around the 95% range to be completed

**During the Workshop**

The 3-day workshop builds on the Fleet Excellence e-learning modules. In the e-learning modules the theory and concepts of humanitarian fleet management are addressed, the workshop aims to build on the theory and concepts in practice as well as provide the participants with an opportunity to practice their soft skills, needed to be a fleet manager. Throughout the workshop the participants will develop their personal action plan, which will be implemented in their own organisation after the workshop.

## Fleet Management Theory and Concepts in Practice

Fleet Management at Strategic, Tactical and Operational Level  
Successful programme delivery through professional fleet management  
Total Cost of Ownership (TCO)  
Measuring Performance: Setting the Right KPIs  
Saving Costs through Improved Fleet Safety  
Analysing Road Crashes: Looking for the cause behind the cause  
Recognising and reducing fleet safety risks  
Saving Costs and Reducing the Environmental Impact of your Fleet

## Fleet Managers Soft Skills

Soft skills, including communication skills, are as essential for professional fleet managers. As with the technical skills, fleet managers are required to have knowledge and skills over a broad spectrum of soft skills. The soft skills that are required are: Communication, Negotiation, Presentation, Management and Problem Solving. Through the exercises in the workshop program the participant has the opportunity to practice and strengthen these skills.

Our training puts the learner at the center, using practical and fun learning activities supported by easy-to-use materials. We share tools and techniques that can be immediately used in your work.

### **After the Workshop**

During the workshop, you will work on your personal action plan that you will start implementing after the workshop. The plan should be based on the objectives that you formulated on your learning agreement and the things that you learned during the workshop.

Fleet Forum will monitor the progress that you make with implementing your plan. By participating in the workshop, you agree to share the results with Fleet Forum on a regular basis. At the end of the workshop, we will set follow up appointments for you and your manager to discuss the progress (over the phone or Skype).

### **Impact of the workshop and implementing the action plan**

Participants will gain knowledge and skills to improve their fleet operations. By implementing the plan after the workshop, your organisation will increase the effectiveness of its fleet operations, reduce costs, increase safety for staff and other road users and reduce the environmental impact of fleet operations.

Former participants have reported that:

- More than 50% of them have seen improvements in all four areas: accidents, environmental impact, cost reduction and fleet effectiveness.

*Innovative Strategies for the Road Ahead*

- 95% of participants reported a reduction in fleet operating costs (maintenance, fuel and rental costs). Most training participants experienced at least a 5% cost reduction in fuel.
- 100% of the participants reported an improvement in fleet effectiveness. Better performance came from reduced downtime of vehicles due to maintenance and repair, fewer last-minute requests or a better vehicle request procedure.
- 89% of managers noticed improvement in fleet management knowledge and skills on the part of their direct reports

**Registration**

You can register for the programme by filling out the learning agreement, which you can find on the Fleet Forum website (<https://www.fleetforum.org/basic-fleet-excellence>).

Fleet Forum does not discriminate based on age, disability, ethnicity, gender, marital status, race, religion or sexual orientation. We welcome the participation of all staff members who meet the functional criteria.

For more information, please contact Theresa Dennen at: [Theresa.Dennen@fleetforum.org](mailto:Theresa.Dennen@fleetforum.org)

## **Annex A: Detailed Description of Fleet Management Capacity Building Programme**

### **E-learning Modules – Before the Workshop**

The following e-learning modules will be administered prior to the in-country workshop:

- Introduction to Fleet Management
- Roles and Responsibilities
- Fleet Planning
- Specialist Vehicles
- Journey Management
- Driver Management for Managers
- Vehicle Management for Managers
- Fuel Management and Monitoring
- Vehicle Maintenance and Repair
- Incident Reporting

Day / timing	Topic
<b>Day 1</b>	
09.00 – 09.30	Opening
09.30 – 10.30	Objectives learning contract / implementation plan. Linking Fleet Management objectives to organizational objectives
10.30 – 11.00	Coffee Break
11.00 – 13.00	Fleet sizing
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 15.30	Total Cost of Ownership
15.30 – 15.45	Break
15.45 – 16.30	Practicing soft skills: convincing or having difficult conversations
16.30 – 17.00	Wrap up

Day / timing	Topic
<b>Day 2</b>	
09.00 – 09.30	Opening
09.30 – 10.30	Analyzing causes of vehicle incidents, looking for the cause behind the cause
10.30 – 11.00	Coffee Break
11.00 – 13.00	Presenting an incident reduction action plan
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 15.45	Driving Force (road safety game)
15.45 – 16.00	Break
16.00 – 16.45	Wrap up

Day / timing	Topic
<b>Day 3</b>	
09.00 – 09.30	Opening
09.30 – 10.30	Reducing Environmental Impact – Explaining Clean Fleet Toolkit
10.30 – 11.00	Coffee Break
11.00 – 13.00	Reducing Environmental Impact – Using Explaining Clean Fleet Toolkit
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 14.35	Time to set your objectives
14.35 – 15.15	Present your objectives
15.15 – 16.00	Choosing the actions
16.00 – 16.15	Break
16.00 – 17.00	Wrap up