

Freight Future

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Spring 2006

Welcome to Freight Future 9

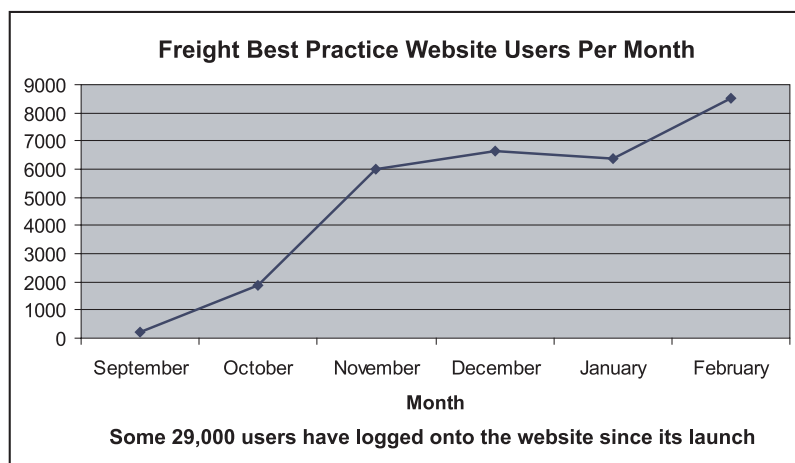
...your fast-track route to the Freight Best Practice programme, sponsored by the Department for Transport. You will find this edition crammed full of information on brand new guides, publications and software, all designed to help you run your fleet more efficiently and save you money.

We have a new and dedicated Hotline and Fax number making it even easier for you to order your FREE Freight Best Practice publications:

Hotline: 0845 877 0 877

Fax: 08453 66 88 77

Alternatively, join the thousands of freight professionals who have visited our website at www.freightbestpractice.org.uk Since its launch last autumn a staggering 54,000 best practice publications have been downloaded. Log on now and start saving!



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Freight Best Practice

Freight Best Practice provides FREE information to help freight operators save money through improved fleet efficiency. It has something to offer owners, directors, managers and drivers. There are a range of **FREE** guides, case studies, newsletters, videos and software tools showing how to:

- reduce fuel use
- develop staff skills
- select and use the best equipment and systems
- measure, monitor and achieve targets for operational performance

Meet the Team at the Commercial Vehicle Show 2006

The Commercial Vehicle Show continues to be one of the highlights of the year for the industry. Come and join the Freight Best Practice team for useful advice and information to make your business more efficient and profitable all for **FREE!!**

The show will take place on 25th -27th April 2006 at the NEC Birmingham. We will be in Hall 5, Stand 5082. For more information, visit the website at www.cvshow.com. We look forward to seeing you there.

FEATURE PRODUCTS



Saving Fuel



Fuel Management Guide - New and Updated

The Fuel Management Guide has been the key reference document for fleet operators seeking to implement and run a fuel management programme in their business for a number of years. Keeping pace with fast moving technologies, such as telematics, alternative fuels and vehicle specification is a constant challenge.

Responding to that challenge, the Freight Best Practice programme has developed a new and updated Fuel Management Guide. Step-by-step, the guide explains the key elements of fuel management, how to implement an effective programme and measure performance. Supporting case studies, tools and other guides are also signposted.

The new guide will be launched at the **Commercial Vehicle Show**. If you can't make the show, you can pre-order your **FREE** copy for release in Spring 2006 from the Hotline now.

What's new in the guide?

- Alternative fuels update
- Performance management
- Developing skills at all levels - managers, workshop, office and drivers
- Web-based checklists
- Telematics advances
- And much more including advice on backloading, shift systems, depot location, service levels and partnerships...



Operational Efficiency



Case Study - Wheel Alignment

Everybody knows that preventive maintenance pays dividends. This case study featuring Kidds Transport and CRL Distribution shows just how much can be saved by implementing a regular wheel alignment programme.

Wheel alignment - why is it important?

Studies show that fuel consumption rises by up to five per cent for every one degree of misalignment. A half a degree misalignment reduces tyre life by as much as 50%. So keep it on track and save money!

Pre-order your **FREE** copy for release in Summer 2006.

The benefits of wheel alignment

- Increase in fuel savings
- Extended tyre life
- Reduced wear and tear on mechanical parts
- Reduced CO₂ emission



Equipment and Systems



Information Technology (IT) Systems for Freight Transport Operations

IT systems within the freight transport industry may seem complex, but once up and running, they make operational life easier and more profitable. Many businesses already benefit from using various IT systems to optimise all aspects of their transport operations. However, many more operations - large or small - could still benefit from the latest technological advances.

This guide is intended to help more businesses gain an understanding of what is available in terms of IT systems, and use the information to improve the use of IT in their operations. The guide provides an overview of the relevant systems within the industry, covering their individual uses, likely benefits, issues to consider and associated costs.

Pre-order your **FREE** copy for release in Summer 2006.

Call the order Hotline on **0845 877 0 877**, download from **www.freight**

Performance Management



What are KPIs?

KPIs provide a consistent basis for measuring transport efficiency across different fleets, comparing like with like. By Using KPIs to benchmark performance, operators can identify real opportunities to maximise efficiency. A wide range of KPIs may be chosen but typically they can include:

- vehicle fill
- empty running
- time utilisation
- deviations of schedule
- fuel consumption

Key Performance Indicators for the Next Day Parcel Delivery Sector

444 vehicles, 12 fleets and four major parcels companies participated in the parcels delivery KPI benchmarking survey in October 2005. Competition is fierce in this sector and increases in operating costs have prompted carriers to use fuel and vehicles more efficiently.

The guide details the results of two key activities - collection and delivery operations and trunking runs. The survey measured vehicle fill, time utilisation and fuel consumption. Empty running and deviations from schedule were also recorded for trunking activities. The survey findings conclude:

- There is potential for improved vehicle fill, although the time critical nature of parcels delivery operations constrains vehicle utilisation
- Driver skills development is crucial for improving efficiency in the sector
- There is potential for more effective monitoring of fuel use, vehicle fill and other operational KPIs
- Greater use can be made of telematics systems including GPS tracking, satellite navigation systems and computerised vehicle routing and scheduling systems

Pre-order your **FREE** copy for release in Summer 2006.



- Improve your operational efficiency and thus the performance and profitability of your business
 - Develop a robust pricing structure that all stakeholders will understand
- Order your **FREE** copy now.

An Introduction to Job Costing for Road Freight Operators

Pricing based upon experience, or 'gut feel', is common practice in the road freight industry. But a good idea of what the work costs may not be enough to keep you profitable.

This guide is intended to help managers develop a system or 'cost model' for costing jobs that is both relevant to the operation and will provide accurate pricing.

A cost model uses current costs rather than historic ones and enables you to understand the true cost of your operation down to individual vehicles in the fleet. It will help you to develop a cost model that has many benefits for both you and your customers. Using a cost model will help you to:

- Improve your operational efficiency and thus the performance and profitability of your business
 - Develop a robust pricing structure that all stakeholders will understand
- Order your **FREE** copy now.

Measuring Performance for Freight Transport Operations

Measuring your performance is an essential tool for managing any business. There is little point trying to compare yourself to others if you don't have a thorough understanding of your own operations to begin with.

The benefits of performance management:

- Reduced fuel use
- Improved operational efficiency
- Higher service levels
- Increased customer satisfaction
- Greater staff retention

The new guide explains the processes that can be implemented to ensure performance is measured effectively, including advice on how data is best collected and how it can be used to measure performance on a continuing basis. The guide shows how to avoid some of the common mistakes that can prove costly when measuring the effect of introducing new technologies, ways of working and training.

Pre-order your **FREE** copy for release in Summer 2006.



The full range of money-saving information is here...

Saving Fuel



Fuel Management Guide - New and Updated

The new and updated guide gives step-by-step explanations of the key elements of fuel management and how to implement an effective programme and measure performance. Key reference document for fleet managers with different levels of experience and knowledge.

Pocket Guide Fuel Saving Tips

Top tips from fellow professionals, aimed in particular at small fleet operators and owner drivers.

Save It Video!

Two 25 minute programmes for truck operators and drivers.

The Road to Fuel Efficiency

Practical tips and advice on efficient driving, vehicle maintenance and specification.

Champions of Fuel

The role of fuel champions, fuel monitoring, safe and economical driving techniques.

Fuel Saving Devices

Practical impartial tips to help operators objectively assess the fuel saving claims made for the numerous products on the market.

Case Study Fuel Management for Transport Operators

Describes significant fuel savings achieved by Thorntons plc through the use of in-cab data logging equipment.

Case Study BOC Ltd Fuel Champion Saves Equivalent of 50 Trailer Loads of Carbon Dioxide a Year

How BOC have reduced their fleet energy and exhaust emissions through driver training, fitting aerodynamic kits and optimising bulk storage.

Developing Skills



The Safe and Fuel Efficient Driving (SAFED) scheme

This guide outlines the elements of the Safe and Fuel Efficient Driving (SAFED) scheme and explains the content of the one-day SAFED training course.

Case Study Companies and Drivers Benefit from SAFED: A Selection of Case Studies

This selection of case studies describes the benefits experienced by 15 companies and their drivers who have taken part in the SAFED scheme. It provides direction on ways to sustain the benefits achieved under SAFED in the long term.

Pocket Guide Safe Driving Tips

Written especially for lorry drivers this pocket sized guide provides essential safety hints and tips on all aspects of the job.

Case Study Proactive Driver Performance Management

Shows how Thornton's implemented a highly effective driver incentive scheme combining in-cab driver monitoring, service delivery levels and accident rates.

SAFED for Vans: A Guide to Safe and Fuel Efficient Driving for Vans

This guide outlines the elements of the Safe and Fuel Efficient Driving (SAFED) scheme and explains the content of the one-day SAFED training course for Vans.

Equipment & Systems



Truck Specification for Best Operational Efficiency

A step-by-step guide to the process of correctly specifying an efficient and 'fit for purpose vehicle'.

Telematics Guide

Provides information on the basic ingredients of telematics systems, highlights how to use this technology, the information obtained from it and how to select the right system for you.

Computerised Vehicle Routing and Scheduling for Efficient Logistics

New and updated guide describing the different types of systems available with hints and tips on how to choose and implement a CVRS system.

Concise Guide to Computerised Vehicle Routing and Scheduling

This guide shows the latest routing and scheduling software developments.

Truck Aerodynamic Styling

Practical information on aerodynamically effective trucks and appropriate add-on features.

Streamlined Guide to Truck Aerodynamic Styling

An introduction to aerodynamic styling.

Case Study Focus on Double Decks

An outline demonstration of the efficiency benefits gained by Focus DIY in trialling double deck trailer operations.

Case Study Save Fuel with Lower Rolling Resistance Tyres

Explains how different companies have performed in-use trials and track tests to evaluate the benefits of energy efficient tyres.

Case Study Testing Time for Trucks

Outline results of four technical evaluations – energy efficient tyres, effects of air conditioning, open windows and sheeting tipper bodies.

Buyers' Guide to Refrigerated Transport Equipment

Explores the different systems available and their suitability for particular operations.

Case Study Making the Swap to Demountables

Describes different body systems and the benefits from using demountables.

Information Technology (IT) Systems for Freight Transport Operations

Overview of the relevant systems within the industry, covering their individual uses, likely benefits, issues to consider and associated costs.



...select your choice and call, download or faxback

Operational Efficiency



Make Back-loading Work for You

A guide showing how to find and choose profitable backloads.

Working Together to Improve Operational Efficiency of RDCs

Best practice examples in action, showing how RDC operators and their partners can improve efficiency, meet customer service obligations and minimise environmental impact.

Case Study Wheel Alignment

Featuring Kidds Transport and SRL Distribution, it shows how much can be saved by implementing a regular wheel alignment programme including increased fuel savings and extended tyre life.

Case Study Expert Advice Helps Cut Fleet Costs

Savings achieved by Denholm Industrial Services Ltd as a result of the measures implemented as part of the site specific action plan developed with help from an advisor from the Fuel Economy Advisors (FEA) scheme.

Case Study Jaguar Sprints Forward

Jaguar cars reduce their stockholding, waiting time and other cost savings by using a new logistics system.

Case Study Heathrow Airport Retail Consolidation Centre

Explains how consolidated deliveries to Heathrow Airport reduce lorry congestion and improve air quality.

Case Study Consolidate and Save

The benefits of groupage operations using the Tankshare scheme as a case study example.

Case Study Home Delivery: Meeting the Needs of Customers and the Environment

Describes a trial performed in Nottingham by Royal Mail Group plc that offers an innovative, environmentally friendly solution to address the problem of failed deliveries.

Case Study Profit Through Partnership

How joining forces to form a haulage consortium allows small and medium businesses to pool their resources and strengths in order to win and manage larger and more lucrative logistics contracts.

Case Study Reducing the Environmental Impact of Distribution: Transco National Logistics

How Transco reduced costs, mileage and CO2 emissions with alternative fuels, stepframe trailers and improved vehicle routing.

Performance Management



Fleet Performance Management Tool

This new and updated PC based spreadsheet tool is essential for fleet operators to help manage the most important aspects of running a fleet - costs, vehicle utilisation, service levels, legal compliances and maintenance.

Measuring Performance for Freight Transport Operations

This guide explains the process of measuring performance effectively, including advice on how data is best collected and used to measure performance on a continuing basis.

Introduction to Job Costing for Freight Operators

How to understand the true cost of your operation down to individual vehicles in the fleet. Cost it right and stay in business!

In Fleet Trials of Fuel Saving Interventions for Trucks

For managers investigating the use of fuel saving interventions or setting up their own in-fleet trials. This guide shows how to establish the potential performance of fuel saving devices in your fleet.

Key Performance Indicators for the Next Day Parcel Delivery Sector

Measurement of KPIs and analysis of benchmarking in this sector.

Key Performance Indicators for Non-Food Distribution

Measurement of KPIs and analysis of benchmarking in this sector.

Key Performance Indicators for the Food Supply Chain

Measurement of KPIs and analysis of benchmarking in this sector.

Key Performance Indicators for the Pallet Sector

A benchmarking guide to help pallet network operators understand their fleet needs and identify real opportunities to maximise transport efficiency.

Case Study Small Fleet Performance Management Tool Helps A1 Paper Improve Efficiency

Shows how, in conjunction with the Fuel Management Guide and SAFED driver development, A1 Paper has made use of the tool's monitoring capabilities.

Public Sector



Efficient Public Sector Fleet Operations

Baseline information on understanding, designing, and running public sector fleets. Case studies show performance measurement and benchmarking best practice.

Freight Quality Partnership Guide

This Guide, which is aimed at those involved in setting up and running Freight Quality Partnerships, provides step-by-step guidance on how to set up and run an effective Freight Quality Partnership.

Freight Quality Partnerships Case Studies

Case study examples of existing Freight Quality Partnerships, it illustrates the process of establishing an FQP and highlights some of the solutions that different FQPs are looking at.

Managing Returns

The Department for Transport has awarded the Cranfield School of Management and Sheffield University a two-year contract to develop a set of self-assessment booklets and case studies to enable logistics managers and third party logistics operators to assess existing or planned reverse logistics operations. The aim is to improve operational efficiency.

The increasing importance of reverse logistics is being driven by the need to improve bottom line performance and environmental legislation, for example, the Waste Electrical & Electronic Equipment (WEEE) Directive.

For further information call **01908 612622** or visit www.som.cranfield.ac.uk/som/research/groups/rlp/

FREE Advanced Driver Training for Van Drivers

Transport Secretary, Alistair Darling announced the launch of the £1.3m Safe and Fuel Efficient Driving (SAFED) scheme, aimed at encouraging safer, cleaner and more cost effective driving. It will fund 200 instructors to offer training initially to 3,500 van drivers across England.

This new scheme follows a successful pilot project that found significant financial and environmental gains could be made by using advanced driving techniques without any noticeable impact on delivery times. Benefits for a typical driver doing 20,000 miles a year could include

- Fuel savings of up to £500 per vehicle
- Over a 1/4 tonne reduction in carbon emissions
- Reduction of fuel consumption by around 10% per vehicle
- 59% fewer gear changes
- Fewer accidents, lower insurance premiums, lower running costs and higher resale value of vehicles



This optional one day course involves a mix of classroom and on-the-road tuition and teaches the use of driving techniques such as better use of gears (avoiding over-revving and missing out unnecessary gear changes), keeping correct braking distances (not braking hard), fuel economy and better road awareness (seeing junctions in good time).

Van drivers and instructors interested in the scheme should call **0870 190 8440** or email vans@safed.org.uk

Alternatively visit the website: www.safed.org.uk for further information.

Awards for Excellence - nominations sought

Freight Best Practice is pleased to announce its sponsorship of the Freight Management category of the Chartered Institute of Logistics and Transport Awards for Excellence 2006. The award is for outstanding development bringing benefits in freight movement, including freight forwarding by any mode or combination.

Entries should demonstrate the background to why the development was made and what it set out to achieve, what was implemented and the improvements gained. This should be supported by a cost/benefit analysis and measures of improvements made in operations, service and costs, as well as reductions in environmental impact, and overall business impact.

The closing date for entries is **31st May 2006**. For further information contact **Allison Glanfield** on **01536 740125** or email allison.glanfield@ciltuk.org.uk.

FEATURE PRODUCTS

Performance Management



Fleet Performance Management Tool - New and Updated

The Fleet Performance Management Tool (FPMT) is designed to help truck operators analyse efficiency and improve operations. The tool consists of a user-friendly spreadsheet for logging and reporting essential fleet information plus a manual explaining the system. As well as being easy to use, the tool delivers real cost savings and has been one of the programme's most popular releases to date.

What's new?

- Spreadsheet expanded from 15 to 25 vehicles
- A new facility allowing two year rolling records to be gathered
- Separate reports for agency driver costs
- Improved operating instructions

Originally released in 2005 as the Small Fleet Performance Management Tool, it has helped operators implement long term improvements with cost savings of between three and four per cent being achieved. That can be as much as £1,000 a month even for a relatively small fleet!

Pre-order your **FREE** copy for release in Summer 2006.

Case Study - Small Fleet Performance Management Tool Helps A1 Paper Improve Efficiency

- Increased average fuel efficiency across the fleet by over 29%
- Equivalent annual fuel savings in excess of £20,000
- Reduction in 'unaccounted' fuel use
- Better preventative maintenance
- Informed decisions on vehicle specification

The West Bromwich based paper stockist and distributor A1 Paper, operates a mixed fleet with 11 drivers and provides a same and next day nationwide delivery service. Recognising the limitations of their existing in-house performance monitoring system, Transport Manager John Claffey began using the tool.



A1 Paper Use the tool to monitor and target the cost of deliveries

This case study shows how, in conjunction with the Fuel Management Guide and SAFED driver development, A1 Paper has made use of the tool's KPI monitoring capabilities to manage its fleet, set targets and achieve improvements.

"Our transport team now operate as professionals. Thanks to the tool we are now seeing rewards in reduced fuel use, greater staff retention and much better overall operational efficiency."

John Claffey (Transport Manager, A1 Paper).

Order your **FREE** copy of the A1 Case Study now.



**Your details** Please complete in BLOCK CAPITALS or attach your business card

| | |
|--------------|----------|
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| Organisation | |
| Address | Postcode |
| Telephone | Fax |
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Please keep me updated with Freight Best Practice via eNews

Where did you get this copy of Freight Future?

(Tick more than one box if relevant)

- Commercial Motor Motor Transport
 Freight Other (Specify)
 Logistics and Transport Focus

Saving Fuel

- Fuel Management Guide
 Pocket Guide Fuel Saving Tips
 The Save It Video! – The Road to Fuel Efficiency and Champions of Fuel
 Fuel Saving Devices
 Fuel Management for Transport Operators
 BOC Ltd Fuel Champion Saves Equivalent of 50 Trailer Loads of Carbon Dioxide a year
 Fuel Management Guide

Developing Skills

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 Companies and Drivers Benefit from SAFED: A Selection of Case Studies
 Pocket Guide Safe Driving Tips
 Proactive Driver Performance Management
 SAFED for Vans - A Guide to Safe and Fuel Efficient Driving for Vans

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