

**Holistic approach to improving operational performance: reducing costs, increasing profits and reducing environmental impact**

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# Why am I here?

- **To identify where other fuel saving interventions would be cost-effective and to recommend solutions based upon practical training evidence.**

# Today's Presentation

- **The need to improve performance.**
- **How it can be done.**
- **Human Factor**
  - **Driver Training.**
  - **Driver Skills Recognition.**

# Holistic?

- **There are many Factors and Actors involved.**
- **There are many connections between Actors and Factors:**
  - **Variables and their sensitivities.**
  - **Relations between Management & Staff.**

# Part of the Answer

- **Focus on Driver Training.**
- **Reduce running costs.**
- **Minimise engineering downtime by predictive and preventative maintenance.**

# Driver Training Solutions

- **Pragmatic evidence shows that a 10%+ fuel saving on a driver related intervention alone is very achievable.**
- **Research also exists showing that driving a vehicle sympathetically will also reduce:**
  - **Minor accidents.**
  - **Service intervals.**
  - **Mechanical downtime.**
  - **Tyre costs.**
  - **Driver fatigue and long term stress.**

**So why don't we do it?**

**THIS MAY BE COMMON SENSE  
BUT IT ISN'T  
COMMON PRACTICE**

# Managerial Issues

- **Managers and drivers will always clash because fuel efficiency is not a KPI for managers.**
- **Transport operates on fixed end to end timings.**
- **Often any vehicle may be allocated to routes to ensure service regardless of suitability.**
- **Any driver, however unfamiliar with vehicle or route will be selected to meet minimum target levels.**
- **A Manager must meet an “Ops need” will occur unless senior buy-in prevails**



# Driver Pressures

- **Heavy right foot culture becomes the norm.**
- **Details are rushed to ensure a break is taken.**
- **Vehicles are driven non-sympathetically.**
- **Minor scrapes and unreported accidents lead to a 'Them' and 'Us' situation.**
- **Unfamiliar vehicles often forced on drivers.**
- **Complaints rise as drivers become less tolerant of otherwise normal behaviour.**

# Removing Obstacles

- **Understand that Licence Acquisition is not driver training.**
- **Invert the triangle and empower drivers.**
- **Link any successful intervention with a bonus scheme.**
- **Promote life long learning through interactive classroom sessions (DCPC).**
- **View training as an investment not a cost.**

# Summary

**It is financially and environmentally criminal not to be Fuel Efficient.**

**Good data is an absolute prerequisite.**

**Driver Training is a generic intervention that will provide more than one tangible benefit.**

**Apply RADIM in a local context to maximise benefits:**

- Research.**
- Analyse.**
- Develop.**
- Implement.**
- Monitor.**

**BEWARE SOME ATTITUDES  
ARE CONTAGIOUS!**

**BUT OURS IS WORTH  
CATCHING**

# **Thank You on Behalf of M2 Training**

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