



Fleet Management Capacity-Building for Disaster Response and Development Organisations

Information Package

Why Attend

This training is a follow-up to the Basic Fleet Excellence Training so that humanitarian fleet managers may continue building their knowledge and skills in the areas of fleet management, fleet safety and the environmental impact of fleets and ultimately professionalize fleet management in their respective organisations.

The Advanced Fleet Excellence Training includes:

- Access to advanced e-learning modules, which will help participants learn at your own pace before the workshop;
- 3-day in-country workshop which will include fleet management emergency preparedness, setting fleet priorities and standards, fleet cost allocation and budgeting, change management and KPI analysis;
- Guide to identify or create a fleet management project that is linked to the organisation's performance and can lead to quantifiable cost savings, improved service delivery, improved road safety and / or environmental impact;
- Frequent support and follow-up to assist you in the implementation of your fleet management project over the course of 12 months.

Learning Objectives

Develop the abilities to:

1. Apply Fleet Management thinking to the organisational strategy;
2. Manage individuals or teams through line or functional management;
3. Build, deploy, and sustain KPIs to improve organisational strategic or operational performance;
4. Guide your organisation in the preparation, response and down-sizing of an emergency from a fleet management perspective;
5. Drive fleet management improvements within the organisation;
6. Build and maintain strong working relationships.

Training Calendar

The 2020 calendar for the in-country workshop is as follows:

Month	Location	Training Language
6-8 April	Addis Ababa, Ethiopia	English
21-23 September	Beirut, Lebanon	English
16-18 November	Abuja, Nigeria	English



Target Audience

This training is only open to staff who have attended the previous Fleet Excellence Training, can demonstrate the fleet management improvements they have made since and have received their Certificate of Completion of the Basic Fleet Excellence Training.

Fleet Forum strongly believes that training is not only for the purpose of sharing experience and inspiring participants, but also to give you the required tools to professionalise your fleet management. By setting the above criteria, we want to encourage and reward those who have transformed the learning of the training into real impact for their organisation.

Prior to the Workshop

Prior to the workshop, participants must complete a series of activities:

1. Completion of a series of e-learning modules;
2. Submission of asset, operating costs and crash data for a period of 6 months;
3. Completion of an online test, which assess your understanding of the concepts covered in the Basic Fleet Excellence Training;
4. Submission of a Learning Agreement.

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 draft their fleet problem statement and project description, 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
- Humanitarian fleet management standards
- Fleet cost allocation and project budgeting
- Fleet management annual plan
- Measuring performance: using and reporting on KPIs
- Emergency transport needs assessment

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, Problem Solving, Change Facilitation and Coaching. Through the exercises in the workshop program the participant has the opportunity to practice and strengthen these skills.

A detailed agenda can be found in the Annex.

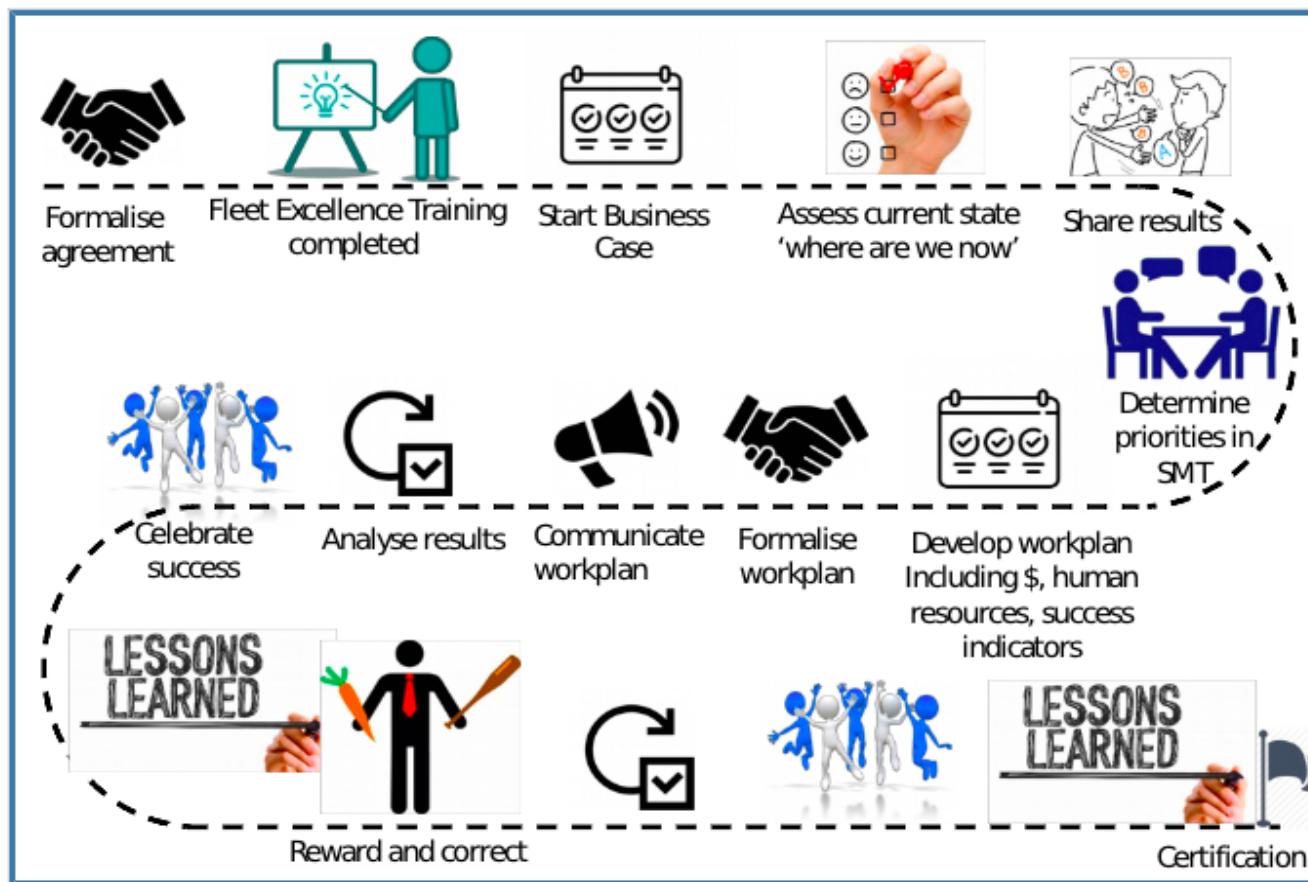
After the Workshop – Fleet Business Case

Good fleet management aims to deliver the best transport service at the lowest cost, in the safest way without harming the external environment. Over the course of 9 months, participants will complete a business case and practice the learnings from the workshop. Participants in the Advanced Fleet Excellence training will first identify what their most pressing issue is and submit that in their learning agreement.

In an intake call with Fleet Forum and the participant's manager, a choice will be made for one or two of the following business case objectives:

- a) The fleet of our organization needs to reduce 10% costs
- b) The user satisfaction needs to increase with 20%
- c) The road safety risks that we face by operating our fleet needs to be mitigated to an acceptable level
- d) Our environmental footprint needs to reduce by 15%

The below figure shows the completion path that participants will embark on during the Advanced Fleet Excellence Training.



Fleet Forum will provide participants the structure as well as guidance to implement their business case. Successful completion of the business case will lead to certification of Advance Fleet Management.

The position of the fleet manager (trainee) in the organisation must be at a level that allows him/her to play a leading role in the execution of the business case. The trainees' manager will support but not execute. Managerial commitment and support for allocation of sufficient time is required so that trainees can complete the required business case activities;

Register Now

You can register for the programme by filling out the learning agreement, which you can find on the [Fleet Forum website](#).

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.

Annex: Advanced Fleet Excellence Training Agenda

Day 1

Time	Topic
09.00 – 09.30	Opening
09.30 – 10.30	Review of action plan and sharing of learning with participants
10.30 – 11.00	Coffee Break
11.00 – 13.00	Setting fleet priorities and standards
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 15.30	Change management simulation and debriefing
15.30 – 15.45	Break
15.45 – 16.45	Fleet cost allocation and budgeting
16.45 – 17.00	Wrap up

Day 2

Time	Topic
09.00 – 09.30	Opening
09.30 – 10.30	Fleet management annual plan
10.30 – 11.00	Coffee Break
11.00 – 13.00	Data analysis
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 15.00	Identifying actions
15.00 – 15.45	Engaging stakeholders
15.45 – 16.00	Break
16.00 – 16.45	Wrap up

Day 3

Time	Topic
09.00 – 09.30	Opening
09.30 – 10.30	Emergency preparedness simulation
10.30 – 11.00	Coffee Break
11.00 – 13.00	Emergency preparedness simulation (continued)
13.00 – 14.00	Lunch
14.00 – 14.15	Energizer
14.15 – 14.35	Time to define your fleet project
14.35 – 15.15	Present your fleet problem statement
15.15 – 16.00	Develop your plan of approach
16.00 – 16.15	Break
16.00 – 17.00	Wrap up