

The Fleet Forum Association

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PROJECT BRIEF

Workshop Service Rating

Program Title: Workshop Service Rating

Program Duration: 10 months

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Background

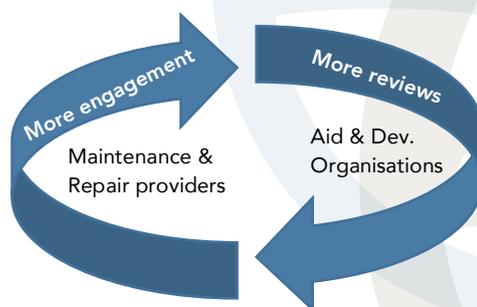
Time and time again, Fleet Forum notes fleet managers struggle with maintenance and repair. Most aid and development organisations outsource maintenance and repair, and some larger operations use a mix of both in-house technicians and outside vendors. Scheduling, approving and recording outsourced maintenance and repairs are some of the most manual processes in fleet management, and fleet managers often focus on these aspects of maintenance and repair. As a result, they might forget that it is crucial to find ways to ensure their maintenance providers run the workshop as smoothly as possible, that they provide quality and reliable service, safely and cost efficiently. Implementing quality control standards for maintenance and service providers can support aid and development organisations to get a better grip on their contractor management.

By using agreed sector standards, organisations can decide which maintenance and repair provider to select and use the same standards when evaluating the performance. It will ultimately reduce the burden of management; when service providers meet the quality standards the level of services provided will increase, the more value for money the humanitarian organisations receive.

In our interactions with fleet managers of aid and development organisations, we also come across anecdotal evidence about the quality of maintenance and repair facilities – when asked - fleet managers share stories about the good, the bad and the ugly service of maintenance and repair providers but this valuable information is not stored, let alone accessible to other fleet managers.

This is a missed opportunity for maintenance and repair providers who provide good services to grow their business, as well as for aid and development agencies that want to select a good quality provider, using information from their peers.

In many business sectors using rating systems to drive growth or increased performance is already common practice. For example, Uber asks the drivers and passengers to rate their trip and through TripAdvisor millions of travellers rate their stay in hotels or restaurants. The review system is mutually beneficial: Businesses gain a better understanding of how to improve their offering and increase revenue whilst customers gain access to reviews that help them make a better-informed choice.



Fleet Forum strives for continuous improvement of humanitarian fleet management and suggests to set up a Maintenance and Repair Service Rating Scheme. The Maintenance and Repair Service Rating Scheme will introduce quality standards for maintenance and repair providers and will encourage aid and development organisations to rate their providers using standards. Ultimately, the reviews will help fleet managers to make well informed decisions which service provider gives best value for money, has implemented safe practices and works with the least impact on the environment, and whereas the maintenance and repair provider can use the reviews to improve performance and generate more business.

What we envision

Fleet Forum envisions the following programme:

1. *'What does a good workshop look like?'* Development of the standards upon which maintenance and repair workshops can be assessed and identified.
2. *'Ranking the stars'* Development of an online rating system that can be used by aid and development agencies to rate their service provider.
3. *Maintenance & Repair Rating Proof of Concept* Fleet Forum suggest to conduct a proof of concept in a geographical region to test the concept.
4. *Launch Maintenance & Repair Rating* Upon a successful Proof of Concept, the approach will be launched to all geographical regions Fleet Forum members are operating.

Impact and Target Audience

The suggested programme has impact on the following direct target audiences:

Field Fleet Managers in aid and development organisations. The managers will benefit from the maintenance and repair rating system. By using quality standards and knowing how their peers reviewed a service provider they can make well informed decisions, ultimately resulting in better value for money.

Maintenance and Repair Service Rating will support well-informed decision making as well as drive improvement of provided services

Global Fleet Managers in aid and development organisations will benefit as the use of quality standards for maintenance and repair providers will drive standardisation

across the organisation and making cost – value comparisons between countries and regions more insightful.

Service providers will benefit as the reviews provide opportunities to learn and improve their performance, ultimately generating more business opportunities.

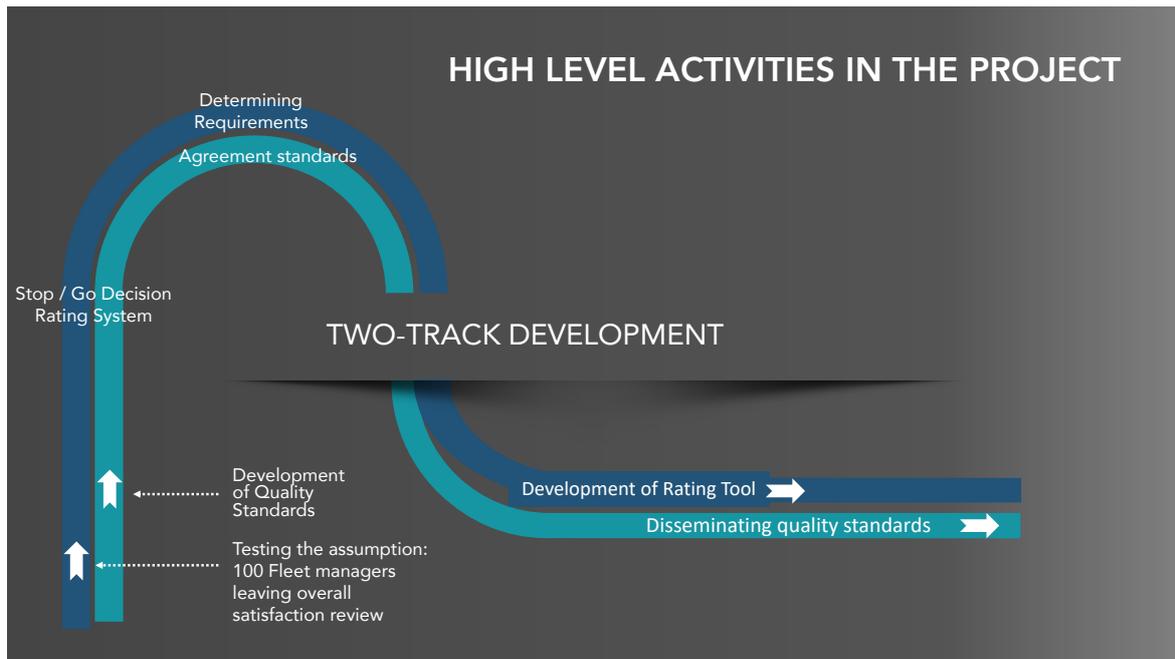
Examples of how standards and the rating scheme can help organisations making decisions:

- An organisation issues a tender for maintenance and repair services. Using standards assures that maintenance and repair service providers can be compared like for like;
- Selecting a maintenance and service provider who operates according to standards assures you that topics like workplace safety and waste management are considered;

- Poor maintenance results in lower availability of vehicles, higher costs and has an impact on safety. Looking at the reviews of your peers can help organisations to select the right provider.

Activities

In this project Fleet Forum will undertake activities to develop the quality standards and activities that test our assumptions that an online maintenance and repair rating scheme is beneficial to the sector. This means that some of the below activities will be undertaken simultaneously.



At high level the following activities are envisioned:

For the development of the maintenance and repair quality standards:

Research phase: Fleet Forum will undertake research to identify what a good workshop looks like. This research will be done through questionnaires, webinars, feedback from training participants and virtual meetings with aid and development organisations. The research will focus on quality aspects related to cost efficiency, safety and environmental impact throughout the Plan-Do-Check-Act management cycle. We will reach out to the sector to gather the tools and good practices they use and identify if existing quality standards need adaptation for the aid and development sector.

Development phase:

Develop the quality control standards for maintenance and repair workshops as well as the tools necessary for fleet managers to implement quality control mechanisms to ensure quality of service.

For the development of the online rating system.

Testing the first assumption: As a first step Fleet Forum will test if the assumption that there is a need in the sector for a rating system. We will do that by inviting Fleet Managers to provide an overall satisfaction rating of their current maintenance provider. Our Stop/Go

decision will be made on the number of Fleet Managers that leave the review. Our target is 100.

Assuming that we meet this target, we will move into the development phase.

Development phase:

Identification of requirements and specifications: Fleet Forum will, together with its member community identify the requirements for a rating system.

As much as possible Fleet Forum will seek advice from existing rating systems like Uber or TripAdvisor to learn from their experiences.

Development of the system: based on the identified requirements and specifications Fleet Forum will develop the needed tools with a commercial supplier. Through test phases the methodologies, tools and training packages will be fine-tuned until it meets the need in the sector.

Full System Test Phase: Fleet Forum will launch a Proof of Concept in one geographical area with a number of selected aid and development agencies. During the Proof of Concept, the following assumptions will be tested:

- Transparency: Fleet Managers are clear and honest about the positives and the negatives of the maintenance and repair facilities they are using
- Trust: The Maintenance and Repair Rating is reliable and trustworthy
- Ease of Use: Fleet Managers can easily rate maintenance and repair service providers and can easily find reviews of their peers

How can you be involved?

There are several ways you can be involved:

- By helping us test the assumption that there is a need for a maintenance and repair rating system.
- By being on our review panel during the development of the maintenance and repair standards
- Once we tested the assumption and the rating system is a 'go' to provide input to the requirement and specifications for a system
- By sharing your opinions what a good maintenance and repair provider looks like by completing a survey.

For more information about the project please contact Rose van Steijn (rose.van.steijn@fleetforum.org).