

Productivity

Measuring Driver Productivity

What is Productivity

- Why bother to measure it at all
- Can a non-productive driver cost you money ?
- What ways can a sweeper operator be non productive?
- If your route has 10 stops and they get done is that productivity ?

What can effect productivity

- bad or worn equipment
- poor route layout, excess driving
- a driver screwing off- extra breaks
- not doing the work required at each stop
- a flat...and the list goes on

Quality Vs Productivity

- They are one in the same
- Quality work is the goal
- Using your resources effectively- is part of the quality process-that includes the driver
- By in by the driver is required

How Things Relate

- Creating a productive/quality work environment
- Good Management
 - tight scheduling & routing
 - good tools ; blowers,bags,gas,pickers
 - fix that hole in the pick up hose
 - Does the driver know what to do at each stop

- schedule breaks after x number of stops
- Backfill all your routes- things change
 - why go from a-d when it could be a-b-c
- Are your stops clear of vehicles when you sweep? how productive is that
- re-visit minute counts at your stops, are they up to date

GPS - the productivity saint

- offers the best tool there is to insure productive routes- keeps em honest
- Quality starts with accountability
- “ your guy didn’t even show up”
- Is as important for you as the customer
- Can instantly increase you productivity

Training: Pays for Itself

- do you practice quality improvement
- Training helps confirm the process let your employees participate
- Does the driver have a set procedure for each lot.
- Does he know what that procedure is
- Write it down - share it - use it

Putting it together

- If you cant measure it you cant justify it
- Process & Procedure should be fluid
- Hold people accountable but you have to create a “productive” environment
- Use technology like GPS to insure you are getting what you pay for