

North East Truck & Van (NETV) A Logistical Nightmare

Backbone to the nation

Although truck drivers are not on the road 24/7, for obvious safety reasons - the commercial vehicles they drive frequently are. A priority for logistics companies is to keep trucks on the move transporting goods from place to place; thereby fulfilling as many contracts as possible, whilst maximising vehicle utilisation.

The benefits of this also extend far beyond logistics firms' own balance sheets, since the road transport industry forms the backbone of the UK economy. The efficiency, speed and ease by which goods are transported around the country has a direct impact on the nation's productivity. This affects most aspects of day-to-day business and in our personal lives directly affects the availability of products on shop shelves.

Safety compliance bugbear

Stringent laws are in place to ensure that the pursuit for efficiency and speed of transportation are not achieved at the detriment of public safety. These are policed by the Vehicle and Operator Services Agency (VOSA), which provides a range of licensing, testing and enforcement services to ensure roadworthiness standards for vehicles.

When we pass trucks on the roadside being inspected by an officer in uniform, frequently this is a VOSA employee rather than a Police Officer. VOSA compliance regulations have a major impact on the logistics industry as a result.

If any problem is encountered by a VOSA Officer, documentation pertaining to recent completed safety checks must be delivered or be ready for inspection by VOSA within 24 hours. This is often far easier said than done. With depots located across the country, it can often prove an administration nightmare sourcing the correct records. At best this disorganisation costs time and man hours; at worst this leads to a vehicle being taken off the road or the operator's licence and therefore its business being put at risk.

For Iveco, one of the world's leading manufacturers of commercial vehicles, this issue impacted massively across its entire network of distributors. Iveco was very keen to find an effective means by which to streamline this administration-heavy part of its business.

"Ensuring our customers can respond quickly to any requests VOSA makes for information is essential, and the O2 FDTEK solution helps to bring this area of our industry into a more modern era. The trials we have run with the new system have proved very successful, reducing the man hours it takes to respond to VOSA requests, therefore increasing our own productivity, whilst helping to maximise our customers' as well."

Sandy McDonald, Managing Director,
North East Truck & Van

Primary business

Travel, transport & distribution

Business need

To modernise an administration-heavy, paper-based compliance system

The solution

O₂ Xda IIs; GPRS capability, FDTEK Ltd's FD Inspect safety inspection solution

Business benefits

- Increased efficiency as a result of reduction in associated administration of sourcing compliance reports as required by VOSA
- Improved reliability of compliance reports
- Decreased likelihood of vehicles being taken off the road by VOSA allowing pool of vehicles to be utilised to fuller capacity

