

Overview

This standard is about managing a goods vehicle fleet. It includes managing the vehicles and their drivers, recording feedback, communicating it to the relevant people and advising them of outcomes in connection with fleet management. It involves evaluating performance, effectiveness and efficiency and being able to identify trends.

This standard is relevant to all those involved in managing a goods vehicle fleet within logistics operations. The standard relates to those who may have responsibility for others or play a line manager role in relation to fleet management.

Performance criteria

You must be able to:

1. manage the allocation of the goods **vehicle fleet resources**, **in accordance with your organisation's policies and procedures
2. assist colleagues to allocate, manage and monitor goods **vehicle fleet resources** to meet your organisation's **schedules** for the transportation of goods
3. use organisational **communication** and information systems to manage goods **vehicle fleet resources**
4. use organisational **communication** systems to provide information to vehicle fleet drivers during the transportation of goods
5. manage delivery **schedules** in response to information obtained by monitoring a vehicle fleet or received from vehicle fleet drivers
6. collate feedback and information gathered from **customers**
7. resolve operational issues based on feedback from **customers**
8. advise **customers** and the relevant personnel of changes in the resources allocated the delivery **schedules** or goods being delivered
9. inform **customers** and the relevant personnel of issues that cannot be resolved
10. manage records and adapt any consignment documents or proof of delivery notes to reflect changes
11. evaluate and review the performance of the vehicle fleet against the organisation's operational plan
12. evaluate and review the ability of the fleet to meet delivery schedules
13. identify patterns or trends in the performance of the vehicle fleet to inform future plans, including the selection of **transport modes**
14. propose amendments to operational and organisational procedures and **communicate** them to the relevant personnel
15. comply with the organisational procedures and all the relevant environmental, **legal, safety and operating requirements** relating to managing the goods vehicle fleet
16. **communicate** with colleagues, using the relevant organisational methods in relation to goods vehicle fleet management

Knowledge and understanding

You need to know and understand:

1. your organisational policies and procedures for the allocation of goods **vehicle fleet resources**
2. the goods **vehicle fleet resources** in your organisation
3. the types of goods vehicles and equipment used for carrying different types of loads
4. the **transport modes** used by your organisation to fulfil **customer** requirements
5. the communications and monitoring equipment used in your organisation to help manage a goods vehicle fleet
6. the relevant **legislation, regulations and codes of practice** for goods vehicle fleet management
7. the route, destination, delivery and collection schedules for goods vehicle fleet management in your organisation
8. the relevant **schedules** for the transportation of goods by your organisation
9. the different types of recording and documentation procedures used by your organisation to help manage a goods vehicle fleet
10. the sources of information relating to health, safety and environmental issues affecting the management of a goods vehicle fleet
11. the methods of **communication** used by your organisation to communicate information on the goods vehicle fleet to **colleagues, customers and other relevant stakeholders**
12. the sources of information used to provide feedback to the organisation and **customers**
13. the types of operational and organisational review systems and procedures for your organisation
14. the relevant **environmental, legal, safety and operating requirements** relating to managing the goods vehicle fleet

Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Customer(s):** internal, external
3. **Environmental, legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working-time regulations, transport regulations
4. **Vehicle fleet resources:** drivers, vehicles, trailers, ancillary equipment, fuel
5. **Schedules:** the agreements with customers that relate to the delivery of a quantity of goods to an agreed destination at a specified time
6. **Transport modes:** road, rail, sea, air
7. **Communicate/communicating:** oral, written, electronic

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Suite Traffic Office

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