10-step Fleet Management Improvement Plan

WHO FLEET SERVICES IN IRAQ
**WHO - fleet challenges as of 2017**

- >3,000 vehicles in 115 countries

**10-step Fleet Management Improvement Plan**

- US$ 40-50 million
  Operating cost per year

- NO
  Systematic vehicle disposal

- 8 years
  Average fleet age -

- POOR
  Road safety records

- POOR
  Control of operating costs

- POOR ASSET MANAGEMENT
  Enterprise, IPSAS, audit & reputational risks
10-step Fleet Management Improvement Plan

Objectives

1. Reduce environmental impact
   SDG 13 & 15

2. Improve road safety
   Decade of Action for Road Safety, SDGs 3.6, & 11.2, etc.

3. Improve operational capacity
   UN reform

4. Control costs
   Value for money
10-step Fleet Management Improvement Plan

A 360° fleet management solution

Optimum programme delivery

Pilot in six countries including Iraq
10-step Fleet Management Improvement Plan

Achievements 2018 - 19

- Global Fleet Management function established
- Internal road safety and vehicle management policy
- WHO vehicle catalogue updated (8 models + VTS)
- Training packages (I-learn, workshops, library)
- > 700 vehicles tracked in 7 countries (incl. DRC Ebola response)
WHO Iraq - Fleet management pilot

**Challenges**

- Costly UNDP workshop - limited access out of Green Zone
- Poor control of operating costs – Fuel and Maintenance
- Fuel quality - UNAMI fuel station in Baghdad is the only source
- Idling of cars while parking due to security SOPs
- Inconsistent quality and availability of AVs (incl. spare parts)
- Poor road safety record
- High average age of fleet

**Impact**

- High average Running cost x km
- High fuel consumption
- Imbalanced use of vehicles
- No track record to put in place effective control measures
- Old vehicles usage to compromise Safety and Security of staff
Iraq included into pilot project

Fleet improvement plan developed

Staff Transport Survey conducted

Fleet improvement plan developed

Staff Transport Survey conducted

Clarity on Roles & responsibilities i.e. Driver Vs Fleet Managers

Training of drivers and Fleet Managers

Setting up KPIs i.e. Fuel, availability, Safety, Running cost

Log books for Fuel, and maintenance implemented

Incident / accident reporting mechanism established

Tracpoint rolled out

Daily and weekly Vehicle checks Mechanism

Coaching

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Fleet Management System - Tracpoint

**KPI:**
- Controlled fuel
- Fleet availability
- Driver behaviour improved
  - Using mobile phone
  - Respecting speed limits

**Track record of vehicles’ maintenance costs**

**Asset management**
- Availability of Record
- Replacement decision
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Achievements and impact

- Fleet Management System established
  Updated data available

- Drivers’ and fleet managers on-line training
  Improved driving behavior

- Action plans implemented
  On track with action plan

- Improved fuel consumption and cost x km
  Immediate alert

- Improved performance monitoring
  Ensure vehicles availability

- Improved security and safety aspects by driver
  To mitigate the risks.
Way forward 2019 - 20

- Baghdad workshop and fuel quality?
- Retrofitting all vehicles with tracking devices
- Road safety policy implementation
- Fleet performance monitoring
- Replacement and standardization of obsolete vehicles
- Driver training (first aid + safe driving – already done)
- Transport booking application
“SUCCESS IS NOT FINAL, FAILURE IS NOT FATAL, IT IS THE COURAGE TO CONTINUE THAT COUNTS.”

Winston Churchill

Continues Coaching and Follow up is the key for successful Model........