**Task**

A client ABC wants to improve their transport operations performance and cost efficiency. They are looking to outsource their End-to-End transport management to a Master vendor. The client has shared their one-month trip level data. We need to compare the client’s performance levels against the industry benchmarks to see if there’s a scope for improvement and draft a story to sell MoveInSync as the best fit.

**Summarize the below Volume & Performance Metrics**

1. Monthly trip count
2. Ratio of Login v/s Logout trip count
3. Cab Count Deployed
4. Week on Week Trip count
5. Trip count variance through the peak week
6. Peak day shift wise trip pattern
7. Average Seat Utilization %
8. No Show % for the month
9. Vehicle Utilization –
   1. Average Trips per cab per day
   2. Total Monthly Run per cab [monthly run includes Trip leg, Empty leg and an additional Garage leg of 20 Kms per cab per day]
10. Delay Analysis –
    1. Average monthly OTA & OTD
    2. Driver Delays within i) 20 mins, ii) 40 mins, iii) 1 Hour & beyond iv) 1 hour

Basis the above volume and metrics

1. Summarize the quality of the client’s transport operations on PowerPoint presentation in 7-8 slides
2. Suggest places with scope of improvements.

**Definitions**

1. Seat Utilization = Seats used / cab occupancy
2. No Show = No show employee count / travelled employee count
3. OTA – On time arrival, applicable for login trips
4. OTD – On time departure, applicable for logout trips
5. Only Driver delays are to be considered for OTA, OTD calculations.

**Industry Benchmarks**

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| **Metric** | **Industry Benchmark** |
| Seat Utilization | 80% |
| No Show | 8% |
| Vehicle utilization | 72% |
| OTA | 95% |
| OTD | 90% |