

ONE PAGE BUSINESS CASE TEMPLATE



DATE	09/01/24
SUBMITTED BY	Group 5
TITLE / ROLE	Software Engineers

LOGO

THE PROJECT

In bullet points, describe the problem this project aims to solve or the opportunity it aims to develop.

- Improve the utilisation of delivery vehicles
- Establish optimal delivery routes
- Provide an estimation on delivery times
- Efficiently allocate drivers to designated routes/zones

THE HISTORY

In bullet points, describe the current situation.

- RainforestRetail's deliveries were handled with manual processing hindering speed and accuracy
- Delivery routes were rigid and under-utilised as each van covers a specific route on a specific day regardless of how many deliveries there are to be made
- Packages wait for the next scheduled route even if another truck has available space, potentially decreasing customer satisfaction

LIMITATIONS

List what could prevent the success of the project, such as the need for expensive equipment, bad weather, lack of special training, etc.

- No specialised training for drivers resulting in more accidents and higher costs
- Limited driver and van availability
- Unforeseen delays to routes due to weather, road works, other unknowns etc.
- Stricter traffic rules, emissions regulations, or driving hour restrictions could disrupt planned routes and driver allocation.

APPROACH

List what is needed to complete the project.

- Further funding and infrastructure for supplementary vans
- Necessary drivers in each region (multiple drivers in each region)
- Sufficient drivers for the amount of deliveries
- Additional HR capacity to manage extra employees
- Updated delivery management system to support multiple deliveries

BENEFITS

In bullet points, list the benefits that this project will bring to the organisation.

- Eliminate critical bottlenecks and vulnerabilities in the delivery process, preventing disruptions and ensuring consistent service even during unforeseen challenges.
- Optimise delivery routes and speed to increase satisfaction and loyalty while meeting specific turnaround times.
- Dynamically allocate drivers to specific zones depending on the number of deliveries in a particular region and van capacity.

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