

Distribution network Optimization

Definition of strategies to minimize total costs in a retail warehouse and maximize efficiency.

Professors: Pedro Amorim, Sérgio Castro, Daniela Fernandes
George Gittins | Judith Geissler | Konsta Saranpää | Pim Gäfvert



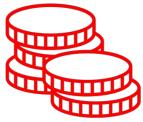
Contents

- Problem Overview
- Task Breakdown
- Dataset Analysis & Data Preparation
- Solution Description
- Solution Results & Analysis
- Solution Evaluation

1. Problem Overview



With over 35 years of experience, MC is leading company in the food retail sector in Portugal.



More than **5.978M € turnover**



+ 4M customers served weekly

Over the last three decades, MC has been strengthening its **leading position** in the **food retail sector** in Portugal.

MC's activity began in 1985, within the Sonae Group, with the opening of the first hypermarket in Portugal. Today MC owns **12 brands** and has a vast portfolio of high quality products and services.



Network with **+1.400 stores**



+ 38.000 employees



Addressing Sonae's Challenge: Optimizing Transportation Networks and Fleet for Expanding Proximity Stores



Challenge:

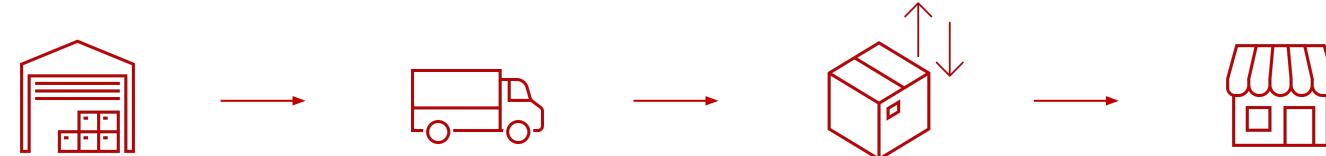
Optimize transport for cost-efficient expansion of proximity stores.



How?

Utilize data-driven logistics models to optimize routes and fleet allocation.

Main processes currently being used



Warehouses

- Two picking methods:
 - (1) PBL: Supplier boxes sent to stores throughout the day (no stock)
 - (2) PBS: Supplier pallets stored in the warehouse, boxes picked per store
 - Pallets grouped by store for shipment

Transport

- Warehouse staff load pallets
- Single truck may ship multiple stores
- Truck carries pallet groups for cross-docking

Cross-docking

- Pallets sent to cross-docking for grouping
- Platforms: Unloading, Ground Sorting, Loading
- Single truck may ship one or more stores

Store

- Daily deliveries at set time slots
- Separate slots for fresh and dry goods
- 6-day delivery frequency (Mon-Sat)

2. Task Breakdown



Strategic Focus: Goals and Objectives



Minimize costs:

Find a solution with the lowest sum of fuel, driver, vehicle and warehouse costs.



100% service level:

Optimize transport for cost-efficient expansion of proximity stores.



Maximize efficiency:

Prioritize Early Deliveries, Load Trucks Fully, Optimize Fleet Size.



How?

Optimize key cost drivers in logistics

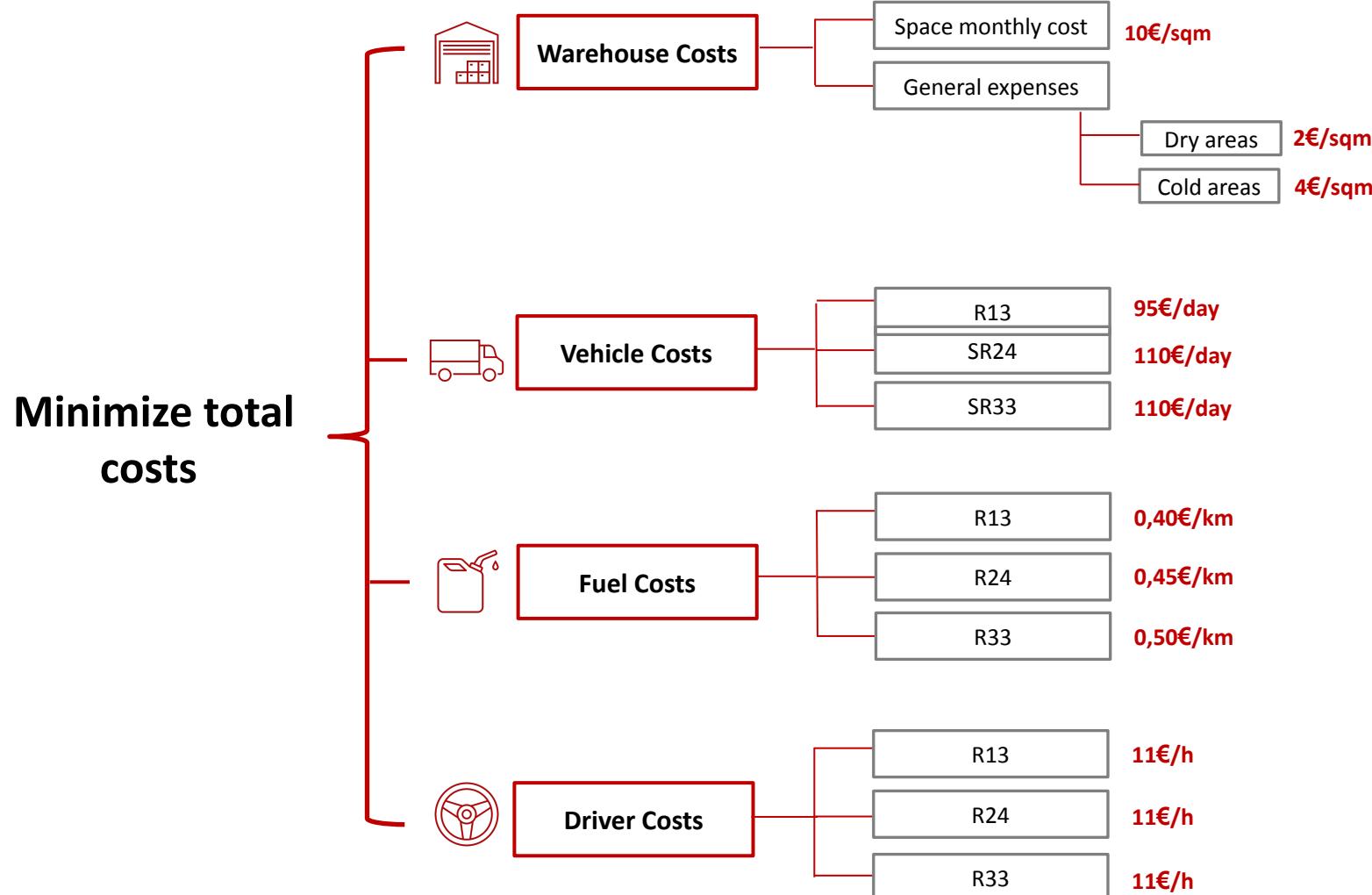
How?

Efficient Order Assignment, Timely Arrivals, Loading Optimization, and Delivery Time Adherence

How?

Optimize delivery times, minimize underfilled trucks & number of trucks used

To minimize total costs, we must optimize key cost drivers in logistics



There are 3 aspects related to vehicles that need to be considered

- Pallet capacity
- Fuel costs
- Maintenance costs



Driver costs are 11€/h for all vehicles



Pallet capacity: 13

Fuel costs: 0,40€/km

Maintenance costs: 95€/day



Pallet capacity: 24

Fuel costs: 0,45€/km

Maintenance costs: 110€/day



Pallet capacity: 33

Fuel costs: 0,50€/km

Maintenance costs: 110€/day

Group Clustering Analysis: Directional Insights



North

Groups - 1, 2, 3, 4



West

Groups - 6, 7, 8



South

Groups - 5, 9, 10

- Deliveries to each direction could be delivered together and sorted at a central cross-docking warehouse.



However, **stores of different groups can't be grouped in the same truck.**

- This is also only beneficial if one or more of the groups in that direction have significant variation of store vehicle size restrictions.

Group Clustering Analysis: Distance from DC



Close < 100km

Groups: 1, 3, 4, 6, 7, 8



Far > 100km away

Groups: 2, 5, 9, 10

- For **nearby locations**, **fuel and driver costs** will usually be **lower** due to shorter trips.
- **Trips** to these locations will be **easier** to **plan** and **may not require cross docking** because cross docking should help save on the costs of travelling to the group.
- For **far away locations** it might be good to consider **2 drivers** to allow for 20h journeys and **save on fleet size and fuel costs**.
- Also if a **distant group** has **many vehicle size limits** then **cross-docking** might allow for **completing** the long distance **trip** with **fewer vehicles**.

Group Clustering Analysis: Average store distance



Close < 20km

Groups: 1, 7, 8

Deliveries to these groups can likely **include many stores** as this would **not add much time** and **saves on vehicle costs** and **long distance journeys** to the group.



Medium < 50km

Groups: 3, 6, 9

The **advice** for these groups will lie **somewhere between the close and far store distances** and is case dependent.



Far ≤ 100km

Groups: 2, 4, 5, 10

For these groups **adding more stores** will result in **longer trips** which could **benefit** from adding a **second driver** to allow for more time.

Clustering Groups - Vehicle type restrictions



All SR33

Groups - 1, 3, 4, 5, 9

Since all truck requirements are SR33, the best approach is to perform all deliveries with SR33 trucks and distribute the pallets among them such that they have to visit as few stores as possible.



Mostly SR33

Groups – 2 (24:1), 6 (24:1,13:2),
8 (24:2,13:1), 10 (24:1)

Since in these cases the size limit is usually due to 1-3 stores, the recommendation would be to combine orders to these stores in particular. Making use of an approach such as cross-docking will not help.



Much Variation

Group - 7 (33:25,24:12,13:57)

In group 7 there is a significant amount of vehicle limited stores and therefore many smaller vehicles will have to make the long journey to the location. **Cross-docking might help here...**

Cost Analysis: Cross-Docking Facility

Given information:

- Warehouse space monthly cost 10€/sqm
- Minimum area 300 sqm
- Warehouse operator cost 10€/h
- Expenses for dry area 2€/sqm
- Expenses for fresh area 4€/sqm
- Average unloading time = 15min + 60sec/pal
- Average sorting time = 120sec/pal
- Average loading time = 15min + 60sec/pal



Let's calculate costs of a cross-docking warehouse when dry and fresh areas are both 100 sqm.

Calculating the Costs of a cross-docking location

Total Warehouse Space Area

- In these calculations we use a total area of 500 sqm → This includes 100 sqm for both dry and fresh areas.

Total Warehouse Space Cost

- Total Warehouse Space Cost = 500 sqm x 10 €/sqm = **5000€**

Warehouse General Expenses

- Dry Area Expenses= 200€
- Fresh Area Expenses = 400€

Warehouse Space Monthly Cost

- Warehouse Space Monthly Cost = 500 sqm x 10 €/sqm = **5000€**

For group 7, the most pallets on a day that would go through the cross docking platform are:

- Dry: 942 pallets
- Fresh: 697 pallets

Total expenses

Construction Cost = Total Warehouse Space Cost + Dry Area Expenses + Fresh Area Expenses

Construction Cost = 5000€ + 200€ + 400€ = 5600€

Monthly cost = 5000€ + pallet processing costs

Pallet processing costs:

= WH Operator cost x Time spent on processing

Calculating the Costs of a transport to the cross-docking center



55km at 75 km/h
from DC to CDP
= 0.733 hours



Cap	Fuel	Driver	Vehicle
33	0,50€	11,0€	110,0€
24	0,45€	11,0€	110,0€
13	0,40€	11,0€	95,0€



These are optimal planning outcomes
where all pallets perfectly fit and
there is no mixing, but the impact
should be comparable to reality!



Maximum in a day:

689 dry pallets with limit 13 → 53 trucks
529 fresh pallets with limit 13 → 41 trucks
295 dry pallets with limit 24 → 13 trucks
179 fresh pallets with limit 24 → 8 trucks

Total = 93 x cap13-Trucks & 21 x cap24-Trucks



Fuel = $55 * (0.4 * 93 + 0.45 * 21) = 2565.75\text{€}$
Driver = $0.733 * 11 * (93 + 21) = 919.182\text{€}$
Vehicle = $(93 * 95 + 21 * 110) * 6 = 66870\text{€}$

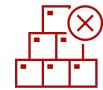
Those same pallets with 33 limit:

942 dry pallets but 33 limit → 29
697 fresh pallets but 33 limit → 22

Total = 51 trucks

Fuel = $55 * 0.5 * 51 = 1402.50\text{€}$
Driver = $0.733 * 11 * 51 = 411.21\text{€}$
Vehicle = $51 * 110 * 6 = 33660\text{€}$

Comparing Total costs for transport from DC to cross-docking centre



Without cross docking:

$$2565.75\text{€} + 919.18\text{€} + 66870\text{€} \\ = \mathbf{70354.93\text{€}}$$



With cross docking:

$$1402.50\text{€} + 411.21\text{€} + 33660\text{€} \\ = \mathbf{35473.71\text{€}}$$



Saving per week:

$$70354.93\text{€} - 35473.71\text{€} = \mathbf{34881.22\text{€}}$$

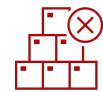


We assume that there will be **no savings** driving from the cross docking location to the stores **as the original limited capacity fleet is still needed** for that...

However, the savings will be less than this due to the fleet size!

- We will still need to use the same fleet whether we use a cross docking centre or not.
→ The same trucks that would have take the goods to the cross-docking centre still need to transport it to the stores.
- This only adds some complication in tracking and planning where trucks need to be because we have to send the SR33 trucks back to the DC and make sure the smaller trucks are ready to pick up the goods from the cross-docking centre.
- It might even increase the overall fleet size to introduce cross docking as it occupies trucks that could have been used elsewhere.

Comparing fuel and driver costs for transport from DC to cross-docking centre



Without cross docking:

$$2565.75\text{€} + 919.18\text{€} = \\ \mathbf{3484.93\text{€}}$$



With cross docking:

$$1402.50\text{€} + 411.21\text{€} = \\ \mathbf{1813.71\text{€}}$$



Saving per week:

$$3484.93\text{€} - 1813.71\text{€} = \mathbf{1671.22\text{€}}$$



Very low, does this compensate for the costs of building and operating a cross docking centre?

Delivery Priority Strategy: Location and Order Planning

Which locations should be delivered to first?

There are two factors to this decision:



Delivering to **nearby store groups** first means that

- trucks will **return faster** for the next delivery,
- thereby **reducing fleet size and costs**

Or



Delivering to **far store groups** first means that

- the **long trips** will be **addressed first** and
- **increases the chance** that the **fresh and dry daily deadlines** are **met**

→ Since the **first goal** is to **minimize costs** we will initially attempt to **deliver to nearby groups** and if time optimizations are still needed we can look at **alternative approaches**

Within a group, which orders should be planned first?

We can plan them in order of two values: capacity limit and pallet volume.

- **Capacity Limit:** The order in which we plan these should be insignificant but we should try to combine orders with the same capacity limits to avoid transporting pallets with a smaller vehicle than necessary.
- **Pallet Volume**

To attain a 100% service level, specific success conditions were essential:



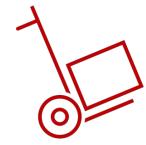
Full Assignment

All orders have been assigned to a delivery.



Timely arrival

- No fresh order arrives later than the fresh time limit
→ (8:00am on the day after the order)
- No dry order arrives later than the dry time limit
→ (23:59 on the day after the order)
- If a delivery contains part of an order, the remainder of the order must arrive within 4 hours



Loading dock capacity

- 40 loading docks can be in use at a time for dispatch



Delivery time limits: Single/Tandem Driver Constraints

- No delivery trip can take longer than 10 hours
- Trip limit may be extended to 20 hours if two drivers are assigned



If any of these are not met the solution fails

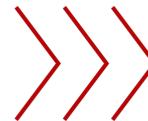


Enabling Success: Meeting 100% Service Level Conditions



Full Assignment

All orders have been assigned to a delivery.



- Each row in the **orders** table is treated as an **order**
 - whenever pallets are assigned to a row in the output table they are subtracted from the pallets column in the input table
- The **total number of fresh and dry pallets planned** is **summed** and **compared** to the **original sum** of fresh and dry demand
- Any **mismatch** is a **failure**



Timely arrival

- No fresh order arrives later than the fresh time limit
→ (8:00am on the day after the order)
- No dry order arrives later than the dry time limit
→ (23:59 on the day after the order)
- If a delivery contains part of an order, the remainder of the order must arrive within 4 hours



- All deliveries starting after 19:00 must contain fresh goods unless fresh demand is satisfied
- Between 17:00 and 19:00 try to plan as many dry deliveries as possible
 - But don't add part of an order too soon before 19:00 to a trip so that it has to wait until fresh demand is satisfied again is complete
- When mixing, don't add dry goods if it means exceeding the fresh goods time limit of 8am

Enabling Success: Meeting 100% Service Level Conditions



Loading dock capacity

40 loading docks can be in use at a time for dispatch.



- The **first 40 deliveries** of the day **always start loading** at 17:00
- Any deliveries after that can start after any of the previous deliveries have finished loading

.....



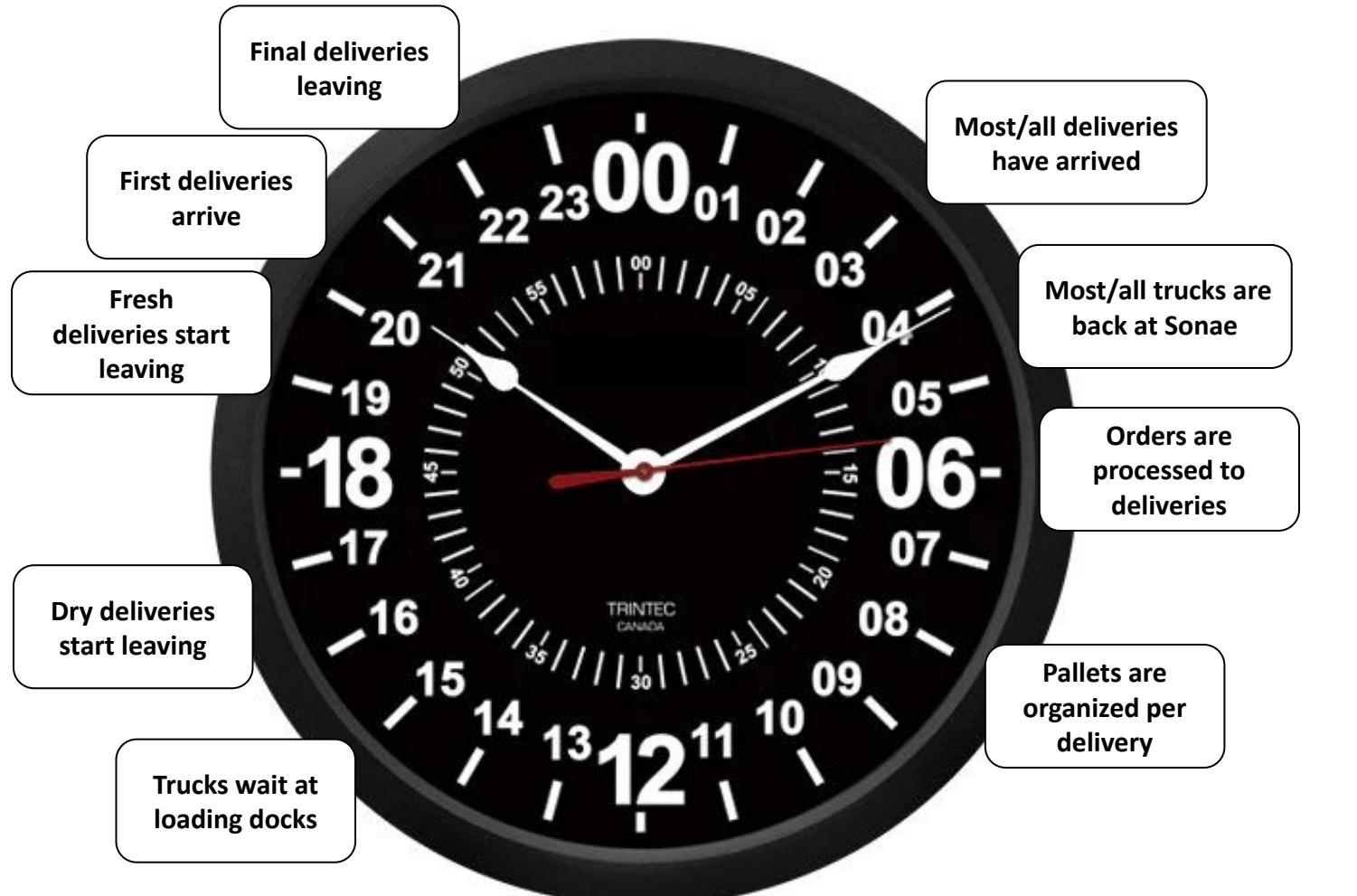
Delivery time limits: Single/Tandem Driver Constraints

- No delivery trip can take longer than 10 hours
- Trip limit may be extended to 20 hours if two drivers are assigned



- When adding pallets or adding a new store to the list, always check if this addition will lead to the trip time exceeding 10 hours
- If there are two drivers available then extend the limit to 20 hours but double the driver costs for that trip

Optimizing Efficiency: Daily Delivery Schedule & Data Insights



01/05/2023 is Monday

Picking

- Orders are picked 6 days a week (Mon-Sat)
- Dry goods are ready to be shipped everyday at 5 p.m (d)
- Fresh goods are ready to be shipped everyday at 7 p.m (d)



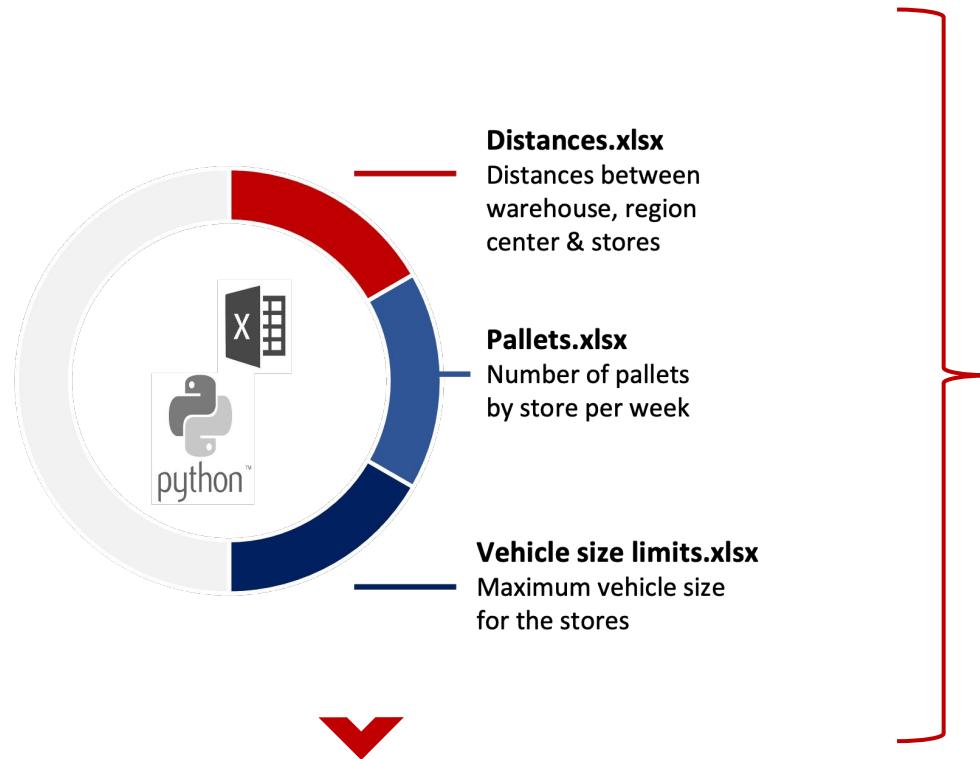
Store restrictions

- Dry goods may be delivered during all day (d or d+1)
- All fresh goods must be delivered until 8 a.m (d+1)
- On the same day, all goods of the same type must be delivered in a 4h time slot of more than one delivery is made

3. Dataset Analysis & Data Preparation



The data available was treated and processed in two different work tools: Excel and Python



We merged the three Excel files into one single document called MasterWorksheet(alldata).xlsx for easier data processing and analysis

Through Excel:

- Each order was matched to its respective store along with:
- Vehicle costs, which have been added by inserting a column each for **vehicle (pallet size)**, **fuel costs**, **driver costs** and **vehicle costs**.

Through Python:

- Create the initial plan-list and organize the orders for each days.
- Organising deliveries by store-groups.
- Planning orders for divided groups of dry and fresh goods.
- Calculating remaining demand and repeating until demand is satisfied.
- Add information to existing Plan-list.
- Using the codes to plan the different scenarios.

Visualizing Order Details: Exploring the Input Table

Columns of the input table – each row is an order

- Delivery date (d+1):** Date the order should depart on
- Store:** Unique number value to indicate the store
- Type:** type of goods of the order Either Fresh or Dry
- Pallets:** number of pallets in that order
- Type:** Shop type e.g. Continente (not used)
- Group:** Region group number of the store, determines distance
- Vehicle size limit:** Maximum size label of vehicle that can perform the last-mile delivery to this store
- Distance between DC and center of group [km]:** Distance to region
- Average distance between stores [km]:** Distance between stores in region
- Pallet Capacity:** numerical version of Vehicle size limit value
- Fuel costs (€/km):** Fuel cost per kilometer of vehicle (relative to size limit value)
- Driver Costs (€/h):** Wage per hour per driver
- Vehicle Costs (€/day):** amount paid per day for entire fleet needed (price relative to size limit value)

delivery date (d+1)	store	type	pallets	Type	Group	Vehicle size limit
02/may	5	DRY GOODS	69	continente	1	SR33
02/may	5763	DRY GOODS	27	continente bom dia	1	SR33
02/may	269	DRY GOODS	26	continente modelo	1	SR33
02/may	5	FRESH GOODS	25	continente	1	SR33
02/may	494	DRY GOODS	22	continente modelo	1	SR33
02/may	3698	DRY GOODS	20	continente bom dia	1	SR33
02/may	4121	DRY GOODS	19	continente bom dia	1	SR33
02/may	269	FRESH GOODS	14	continente modelo	1	SR33
02/may	5763	FRESH GOODS	13	continente bom dia	1	SR33
02/may	494	FRESH GOODS	11	continente modelo	1	SR33
02/may	4121	FRESH GOODS	11	continente bom dia	1	SR33
02/may	3698	FRESH GOODS	9	continente bom dia	1	SR33
03/may	5	DRY GOODS	106	continente	1	SR33
03/may	269	DRY GOODS	30	continente modelo	1	SR33
03/may	4121	DRY GOODS	22	continente bom dia	1	SR33
03/may	5	FRESH GOODS	21	continente	1	SR33
03/may	494	DRY GOODS	21	continente modelo	1	SR33
03/may	5763	DRY GOODS	20	continente bom dia	1	SR33
03/may	3698	DRY GOODS	17	continente bom dia	1	SR33
03/may	5763	FRESH GOODS	13	continente bom dia	1	SR33
03/may	269	FRESH GOODS	12	continente modelo	1	SR33
03/may	494	FRESH GOODS	11	continente modelo	1	SR33
03/may	4121	FRESH GOODS	11	continente bom dia	1	SR33
03/may	3698	FRESH GOODS	10	continente bom dia	1	SR33
04/may	5	DRY GOODS	81	continente	1	SR33
04/may	269	DRY GOODS	32	continente modelo	1	SR33
04/may	494	DRY GOODS	31	continente modelo	1	SR33
04/may	5	FRESH GOODS	27	continente	1	SR33
04/may	4121	DRY GOODS	27	continente bom dia	1	SR33

Excel Input Sample: Total Orders and Pallet Count

delivery date (d+1)	store	type	pallets	Type	Group	Vehicle size limit	distance between DC and center of group [km]*	average distance between stores [km]	Pallet Capacity	Fuel costs (€/km)	Driver Costs (€/h)	Vehicle Costs (€/day)
02/may	5	DRY GOODS	69	continente	1	SR33	93	20	33	0,50	11	110
07/may	269	FRESH GOODS	17	continente modelo	1	SR33	93	20	33	0,50	11	110
05/may	212	FRESH GOODS	22	continente	2	SR33	212	100	33	0,50	11	110
...

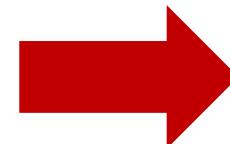
- In total there are **2425 orders** with in a sum of **43 995 pallets** that need to be delivered
- The **average truck size is 26.35 pallets** which gives an optimistic **reference number of trips:**
 - $43995 / 26.35 = \underline{1669.63}$

4. Solution Description



We wrote a python script that creates a table with each delivery trip as a row

Table of orders:
each row is an order

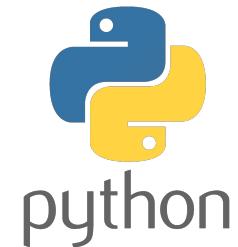


Python Algorithm:
Assigns each order's pallets to a trip



Table of trips:
each row is a planned delivery of 1 truck

delivery date (d+1)	store	type	pallets
02/may	5	DRY GOODS	69
02/may	269	FRESH GOODS	14



delivery date (d+1)	start_time	Pallets_in_vehicle	good_type
02/may	17	33	DRY
02/may	269	FRESH GOODS	14

 All output columns on the next slide

Important:

The calculations and plans are based on average times for driving and packing. Room should be made for errors and delays.

Delivery Snapshot: Output Table Headers as Individual Deliveries

- **day:** Date the order should depart on (Date at 00:00)
- **start_time:** Time at which filling the truck should start (Date time)
- **loading_time:** Expected amount of time taken to fill the truck (hours)
- **v_capacity:** Type of vehicle used and it's capacity for pallets (units)
- **Pallets_in_vehicle:** how many pallets should be added to the vehicle (units)
- **good_type:** what type of pallets should be added (FRESH, DRY OR FRESH AND DRY)
- **group:** Number identifier of group (1-10)
- **Store_count:** Number of stores the vehicle will deliver to (count)
- **receiving_stores:** List of stores the vehicle will visit (list of number identifiers)
- **relative_pallets:** In the order of receiving_stores, number of pallets to deliver each store (list of units)
- **trip_duration:** Expected time take to fill, drive, deliver and return to Sonae (hours)
- **return_time:** Time the vehicle is expected to arrive back at Sonae (Date time)

- **last_delivery_time:** Time the vehicle is expected to complete the final delivery (Date time)
- **Dry_demand:** Remaining dry demand for this group after assigning these pallets (units)
- **Fresh_demand:** Remaining fresh demand for this group after assigning these pallets (units)
- **reason_for_next:** An explanation for why more pallets were not added to the vehicle (text)
- **Fuel_cost:** Total cost of fuel for driving the vehicle (€)
- **Driver_cost:** total wage cost for the entire trip duration for the driver, multiplied by number of drivers (€)
- **active_13trucks:** Number of 13 capacity trucks that are currently in use (count)
- **active_24trucks:** Number of 24 capacity trucks that are currently in use (count)
- **active_33trucks:** Number of 33 capacity trucks that are currently in use (count)
- **remaining_v_space:** How much capacity of the vehicle was not utilized (units)

Example Output Showcase: Illustrating Results



The table, featuring numerous columns, has its **second half displayed below** for enhanced readability

day	start_time	loading_time	v_capacity	Pallets_in_vehicle	good_type	group	Store_count	recieving_stores	relative_pallets	trip_duration	return_time	last_delivery_time
2023-05-02 00:00:00	2023-05-02 17:00:00	0.538889	13	13	DRY	7	3	[9915, 9905, 4593]	[3, 9, 1]	3.038888	2023-05-02 20:02:20	2023-05-02 19:18:20

day	Dry_demand	Fresh_demand	reason_for_next	Fuel_cost	Driver_cost	active_13trucks	active_24trucks	active_33trucks	remaining_v_space
2023-05-02 00:00:00	1652	1057	full vehicle	51.2	33.42778	12	1	20	0

Python Delivery Planner: A Deep Dive into its Operational Workflow



On each day:

Between 17:00 and 19:00

- Plan **trips for dry deliveries**



After 19:00

- Plan **trips for fresh deliveries**



After all Fresh goods are planned

- Plan **remaining trips for dry deliveries**



Considerations for deliveries:

- Total trip cannot exceed 10 hours
 - including (un)loading and driving between stores
 - A trip can deliver to multiple stores if adding that store doesn't exceed the time
- Number of pallets cannot exceed vehicle capacity
- Fresh and Dry deliveries cannot arrive later than their time limit of 8am and midnight on the day after, respectively

Delivery Planning Logic: Iterative Code Structure & Constraints



This **step-by-step explanation** covers the **main structure of the code and the logic for planning deliveries** based on fresh and dry goods demand, location groups, and various constraints.

It's designed to iteratively plan deliveries until the total demand for each day is satisfied.

1. Initialize Plan and Loop Through Delivery Days:
 - a. Create an empty list called `plan` to store the delivery schedule for each day.
 - b. Use a loop to iterate through each day in the `delivery_days`
2. Filter Orders for the Current Day:
 - a. Select orders from the dataframe (`df`) where the 'delivery date (d+1)' matches the current day.
 - b. Create an empty dataframe called `deliveries` to store the planned deliveries for the day.
 - c. Initialize a variable `demand_satisfied` to track the total demand satisfied.
3. Group Orders by Location Group:
 - a. Group the orders for the day by the 'Group' column to plan deliveries for each location group separately.
4. Iterate Through Location Groups:
 - a. Loop through each location group and plan deliveries for that group.
 - b. Calculate the total demand for fresh and dry goods for the current group.
5. Plan Deliveries for Dry Goods (between 17:00 and 19:00 or after all Fresh has been planned):
 - a. Iterate through orders for dry goods in the group.
 - b. Plan trips to satisfy dry goods demand, considering time constraints and capacity limits.
 - c. Calculate costs for each planned trip.
6. Plan Deliveries for Fresh Goods (after 19:00):
 - a. Iterate through orders for fresh goods in the group.
 - b. Plan trips to satisfy fresh goods demand, considering time constraints and capacity limits.
 - c. Calculate costs for each planned trip.
7. Update Remaining Demand:
 - a. Calculate how much fresh and dry goods demand remains after planning deliveries for the current group.
8. Repeat Until All Demand Satisfied:
 - a. Continue planning deliveries for different groups until the total demand for the day is satisfied.
9. Add Planned Deliveries to the Plan List:
 - a. Append the planned deliveries for the day to the `plan` list.
10. End of Loop:
 - a. Once deliveries are planned for all days, the loop ends

Late-Day Mix: Fresh-Dry Fusion After 7 PM



On each day:

Between 17:00 and 19:00

- Plan trips for **dry deliveries**



After 19:00

- Plan trips for **fresh deliveries**
- If the truck has space, check for dry goods ordered by the same store



After all Fresh goods are planned

- Plan **remaining trips for dry deliveries**



Considerations for deliveries:

- Total trip cannot exceed 10 hours
 - including (un)loading and driving between stores
 - A trip can deliver to multiple stores if adding that store doesn't exceed the time
- Number of pallets cannot exceed vehicle capacity
- Fresh and Dry deliveries cannot arrive later than their time limit of 8am and midnight on the day after, respectively

Mixed Goods Delivery Logic: Code Structure & Iterative Planning



This **step-by-step explanation** covers the main structure of the code for **planning mixed deliveries of fresh and dry goods**, based on their location groups, and various constraints.

It's designed to iteratively plan deliveries until the total demand for each day is satisfied.

1. Initialize Plan and Loop Through Delivery Days:
 - a. Create an empty list called `plan` to store the delivery schedule for each day.
 - b. Use a loop to iterate through each day in the `delivery_days`
2. Filter Orders for the Current Day:
 - a. Select orders from the dataframe (`df`) where the 'delivery date (d+1)' matches the current day.
 - b. Create an empty dataframe called `deliveries` to store the planned deliveries for the day.
 - c. Initialize a variable `demand_satisfied` to track the total demand satisfied.
3. Group Orders by Location Group:
 - a. Group the orders for the day by the 'Group' column to plan deliveries for each location group separately.
4. Iterate Through Location Groups:
 - a. Loop through each location group and plan deliveries for that group.
 - b. Calculate the total demand for fresh and dry goods for the current group.
5. Plan Deliveries for Dry Goods (between 17:00 and 19:00 or after all Fresh has been planned):
 - a. Iterate through orders for dry goods in the group.
 - b. Plan trips to satisfy dry goods demand, considering time constraints and capacity limits.
 - c. Calculate costs for each planned trip.
6. Plan Deliveries for Fresh Goods (after 19:00):
 - a. Iterate through orders for fresh goods in the group.
 - b. Plan trips to satisfy fresh goods demand, considering time constraints and capacity limits.
 - c. **Add dry goods from the same store, considering time constraints and capacity limits.**
 - d. Calculate costs for each planned trip.
7. Update Remaining Demand:
 - a. Calculate how much fresh and dry goods demand remains after planning deliveries for the current group.
8. Repeat Until All Demand Satisfied:
 - a. Continue planning deliveries for different groups until the total demand for the day is satisfied.
9. Add Planned Deliveries to the Plan List:
 - a. Append the planned deliveries for the day to the `plan` list.
10. End of Loop:
 - a. Once deliveries are planned for all days, the loop ends

Step-by-Step Demonstration

For each day:

Until planned pallets equals total demand for that day:

For each group:

Between 17:00 and 19:00 and after all
fresh demand is planned:

Plan trips with dry
goods

After 19:00:

Plan trips with fresh
goods
and add dry if allowed

Step-by-Step Demonstration

For each day:

```

#make a loop, it repeats everything separately for each day and adds the schedule to plan
for day in delivery_days:
    print(day)
    # Filter the DataFrame to select rows where 'delivery date (d+1)' matches the desired delivery day
    day_orders = all_orders[all_orders['delivery date (d+1)'] == day].copy()
    no = pd.to_datetime("2150") #no is a date value far in the future which is assigned to rows that are not partially satisfied (for sorting)
    yes = pd.to_datetime("2200") #yes is a date value far in the future which is assigned to rows that are fully satisfied (for sorting)
    day_orders['order_assigned'] = no #make a column with indication if the order is assigned to a truck [no, yes or a time when part of the order was picked up]
    ||| so when you sort the order list by order_assigned you get them in order partial, unassigned, assigned

    day = pd.to_datetime(day + " 2023") #convert the day value to a date number rather than the "may 01/2023" format

    #create an empty table for all deliveries on that day, each row is one truck
    deliveries = pd.DataFrame(columns=["day", "start_time", "loading_time", "V_capacity", "Pallets_in_vehicle", "good_type", "group", "Store_count","recieving_stores", "relative_pallets", "trip_duration", "return_time", "last_delivery_time","Dry_demand",
    #start the day with no deliveries planned (so no demand satisfied)
    demand_satisfied = 0

    #here we order the groups in which they will be planned
    if group_order == "close first": #we order the orders by distance of group from DC, so that we handle the nearest orders first ...
    elif group_order == "far first": #we order the orders by distance of group from DC, so that we handle the furthest orders first ...
    elif group_order == "count up": #we order the orders by group number, so that we handle group 1's orders first ...
    elif group_order == "random": #if interested in testing different group orders there is a random option too...

    # Group by the 'Group' column, to make a separate table for each location, we do this so that we plan each separately
    groups = []
    #makes a list of tables, one table for each group
    for group_name, group_data in day_orders.groupby('Group', sort=False): ...

    delivery_count = 0 #no deliveries planned yet for this day
    start_time = day + pd.to_timedelta(Day_starttime, unit='H') #set that start of planning to 17:00

    #sum how many fresh and dry goods pallets need to be delivered today
    Starting_fresh_demand = day_orders['pallets'][day_orders['type'] == "FRESH GOODS"].sum()
    Starting_dry_demand = day_orders['pallets'][day_orders['type'] == "DRY GOODS"].sum()
    total_day_demand = day_orders['pallets'].sum()

    #the fresh and dry_demand variables will be updated as we plan deliveries (demand will go down)
    Fresh_demand = Starting_fresh_demand
    Dry_demand = Starting_dry_demand

    #this loop below will repeat as long as all demand has not been satisfied
    while demand_satisfied < total_day_demand: ...

    print("Ordered fresh:",Starting_fresh_demand)
    print("Ordered dry:",Starting_dry_demand)
    print("Ordered demand:",total_day_demand)

    print("Scheduled demand:",demand_satisfied)
    plan = pd.concat([plan, deliveries]) #add to the plan delivery table

return plan

```

Step-by-Step Demonstration

Until planned pallets equals total demand for that day:

```
#this loop below will repeat as long as all demand has not been satisfied
while demand_satisfied < total_day_demand:

    # So here we check through each group at a time to plan deliveries
    for group_data in groups:

        demand_satisfied = deliveries["Pallets_in_vehicle"].sum() #calculate how maybe pallets are assigned to a truck

        # set values for remaining demand values
        remaining_demand = 0
        remaining_fresh_demand = 0
        remaining_dry_demand = 0

        #check through all groups and sum up how much demand remains in total for that day
        for group_data in groups:
            remaining_fresh_demand += group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()
            remaining_dry_demand += group_data['pallets'][group_data['type'] == "DRY GOODS"].sum()
            remaining_demand += group_data['pallets'].sum()
```

Step-by-Step Demonstration

For each group:

```
# So here we check through each group at a time to plan deliveries
for group_data in groups:
    group_name = group_data["Group"].iat[0] #set the current group we are checking

    #Calculate how much fresh and dry goods need to be assigned, this will change every time this loop is repeated
    Fresh_demand = group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()
    Dry_demand = group_data['pallets'][group_data['type'] == "DRY GOODS"].sum()

    #sort the group by dry first, then partial/unassigned orders and then ascending numbers of pallets, we use the first row of the table
    group_data.sort_values(by=['type', 'order_assigned', 'pallets'], ascending=[True, True, True], inplace=True)
    group_data.reset_index(drop=True, inplace=True) #since the order of rows has changed, this sets the row numbers back to 0, 1, 2, 3...(easier for code to know that row 0 is first row)

    #We will check if Dry demand needs to be satisfied in this group if the time is before 19:00 or no fresh demand remains
    #after 19:00, fresh demand needs to
    while Dry_demand > 0 and (Fresh_demand == 0 or start_time < day + pd.to_timedelta(Fresh_starttime, unit='H')):

        #calculate the number of planned pallets we have
        demand_satisfied = deliveries["Pallets_in_vehicle"].sum()

        #if we have not been able to add partial orders due to it being too close to 19:00, past 19:00 or dry demand is fully planned before 19:00
        if reason_for_next == "too late to create partial dry trip" or reason_for_next == "19:00 threshold" or reason_for_next == "dry demand satisfied":
            reason_for_next = "moving to fresh" #next time we come to this line of code we move past, to fresh demand planning
            break #restart the for groups loop back to the first group in the list

        #sort the group by Fresh first, then partial/unassigned orders and then ascending numbers of pallets, we use the first row of the table
        group_data.sort_values(by=['type', 'order_assigned', 'pallets'], ascending=[False, True, True], inplace=True)
        group_data.reset_index(drop=True, inplace=True) #since the order of rows has changed, this sets the row numbers back to 0, 1, 2, 3...(easier for code to know that row 0 is first row)

        #Calculate how much fresh goods need to be assigned
        Fresh_demand = group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()

        #Check if more fresh demand needs to be satisfied in this group and if it's 19:00 or later
        while Fresh_demand > 0 and start_time >= day + pd.to_timedelta(Fresh_starttime, unit='H'): #everything in this loop is for one truck at a time and it repeats for the next truck...

            demand_satisfied = deliveries["Pallets_in_vehicle"].sum()

            #Calculate how much fresh goods need to be assigned
            Fresh_demand = group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()
            #Calculate how much dry goods need to be assigned
            Dry_demand = group_data['pallets'][group_data['type'] == "DRY GOODS"].sum()
```

Step-by-Step Demonstration

Between 17:00 and 19:00 and after all fresh demand is planned:

```
#We will check if Dry demand needs to be satisfied in this group if the time is before 19:00 or no fresh demand remains
#after 19:00, fresh demand needs to
while Dry_demand > 0 and (Fresh_demand == 0 or start_time < day + pd.to_timedelta(Fresh_starttime, unit='H')):
    #this is where the planning of a trip starts
    if delivery_count+1 > Loading_docks: #all loading docks start empty so once they are all in use we have to wait until one is free
        start_time = deliveries["start_time"].iat[delivery_count>Loading_docks] + pd.to_timedelta(deliveries["loading_time"].iat[delivery_count+1>Loading_docks], unit='H')
        #start_time is either set to 17 or once a loading_time has passed of a previous row it is set to the time a dock frees up
    else: start_time = day + pd.to_timedelta(Dry_starttime, unit='H')

    if start_time >= day + pd.to_timedelta(Fresh_starttime, unit='H') and Fresh_demand != 0:
        reason_for_next = "19:00 threshold"
        break

    Pallets_in_vehicle = 0 #set value to count how many pallets have been assigned to the vehicle
    delivery_count += 1 #start a new delivery += adds to the current value 1
    receiving_stores = [] #a list of the stores this truck will go to
    relative_pallets = [] #a list of the pallets per store (in order)

    v_capacity = group_data['Vehicle size limit'].iat[0] #set the current delivery capacity limit to the first value in the orders table

    Store_count = 1 #count the number of stores to be visited

    #while loop to add goods to a truck, repeats until we can't add more to it (various reasons)
    while Pallets_in_vehicle < v_capacity: #is there still space in the truck?...

        if Pallets_in_vehicle > 0: #if there are any pallets added to this truck we can calculate costs
            #Calculate costs
            Fuel_cost = (group_data["distance between DC and center of group [km]*"].iat[0] * 2 + group_data["average distance between stores [km]"].iat[0] * (Store_count-1)) * truck_costs[v_capacity]["Fuel_Costs"]
            #if the trip takes less than an hour we only need 1 driver, if its more we pay for 2 drivers
            if trip_duration <= 10: Driver_cost = trip_duration * truck_costs[v_capacity]["Driver_Costs"]/drivers
            else: Driver_cost = trip_duration * truck_costs[v_capacity]["Driver_Costs"]

            # Define the data for the new row, "this is the column name" and to the right of those are the values for the row/column
            new_row_data = {"day": day, "start_time": start_time, "loading_time": loading_time, "v_capacity": v_capacity, "Pallets_in_vehicle": Pallets_in_vehicle, "good_type": "DRY", "group": group_name, "Store_count": Store_count,
                           "receiving_stores": str(receiving_stores), "relative_pallets": str(relative_pallets), "trip_duration": trip_duration, "return_time": return_time, "last_delivery_time": last_delivery_time, "Dry_demand": Dry_demand,
                           "Fresh_demand": Fresh_demand, "reason_for_next": reason_for_next, "Fuel_cost": Fuel_cost, "Driver_cost": Driver_cost,
                           }

        # Create a new DataFrame row with the specified index and data
        new_row = pd.DataFrame(data=new_row_data, index=[delivery_count])

        # Concatenate the new row with the existing 'deliveries' DataFrame
        deliveries = pd.concat([deliveries, new_row])
    else: #if we did not manage to add pallets to this vehicle
        delivery_count -= 1 #subtract a delivery because no pallets could be assigned
        #it probably means its ready to wait for fresh orders to be ready, set start_time to 19:00
        start_time = day + pd.to_timedelta(Fresh_starttime, unit='H') + pd.to_timedelta(1, unit='m')
```

Step-by-Step Demonstration

Plan trips with dry goods

```

while loop to add goods to a truck, repeats until we can't add more to it (various reasons)
while Pallets_in_vehicle < v_capacity: #is there still space in the truck?

    need to check if adding pallets from the next row will change the size limit and then be too much
    if group_data['Vehicle size limit'].iat[0] < Pallets_in_vehicle:
        reason_for_next = "can't add more pallets because size limit"
        break
    store_count += 1 #we thought we could add another store after the last loop, but nvm, no space
    break #finish adding to truck and go to calculation of distance and costs of delivery
    added = True #assume we will add pallets to this trip

#Check if the current order is partially assigned, then calculate how long it has been waiting
if group_data['order_assigned'].iat[0] < no: #less than no is any date and time earlier than 2150 (we set that vanlue for no), meaning it was partly planned at that time
    check_if_partial_orders_are_being_completed_too_late
    check_order(deliveries, group_data, 0, start_time, "DRY")

#Check if the store has ordered more than the truck can still hold, and that it's not too late to take part of an order (we don't want half orders to wait more than 4 hours)
if group_data['pallets'].iat[0] > min(group_data['Vehicle size limit'].iat[0], v_capacity) - Pallets_in_vehicle and (start_time < day + pd.to_timedelta(18.5, unit='H') or start_time > day + pd.to_timedelta(19, unit='H')):
    #Update the order volume in the truck, can still hold
    #variable relative_pallets: list + size limit, v_capacity - Pallets_in_vehicle #update delivery capacity limit with the current store, capacity can only go down
    v_capacity -= Pallets_in_vehicle #remove from order row, some goods still remain
    receiving_stores.append(group_data['store'].iat[0]) #add the current store number to the list (row 0 is first row)
    relative_pallets.append(v_capacity - Pallets_in_vehicle) #note the number of pallets for this store
    Pallets_in_vehicle += v_capacity - Pallets_in_vehicle #add to the vehicle (fill)
    group_data['order_assigned'].iat[0] = start_time #a partial order has been created at this start time

#If there is enough space to hold the whole order, we can add it
else if group_data['pallets'].iat[0] < min(group_data['Vehicle size limit'].iat[0], v_capacity) - Pallets_in_vehicle: #if the truck can hold the whole order
    Pallets_in_vehicle = group_data['pallets'].iat[0] #add to the truck
    receiving_stores.append(group_data['store'].iat[0]) #add the current store number to the list (row 0 is first row)
    relative_pallets.append(group_data['pallets'].iat[0]) #note the number of pallets for this store
    group_data['pallets'].iat[0] = 0 #order of first row is satisfied
    group_data['order_assigned'].iat[0] = yes #this order is fully assigned

#sort the group by dry first, then partial/unnassigned orders and then ascending numbers of pallets, we use the first row of the table
group_data.sort_values(by=['type', 'order_assigned', 'pallets'], ascending=[True, True, True], inplace=True)
group_data.reset_index(drop=True, inplace=True) #since the order of rows has changed, this sets the row numbers back to 0, 1, 2, 3...(easier for code to know that row 0 is first row)

#If there's not enough space for the whole order and it's too close to 19:00 add half, we add nothing
else:
    Store_count == 1 #we cancel adding this store's pallets because it's too late to add half an order
    added = False #indicate that nothing was added from this order

#Calculate how many dry goods still need to be assigned in the current group
Dry_demand = group_data['pallets'][group_data['type'] == "DRY GOODS"].sum()

#calculate how long it will take to fill the truck
loading_time = Average_loading_time * Pallets_in_vehicle + added_loading_time_per_pallet
#calculate how long the entire trip will take
trip_duration = loading_time * Pallets_in_vehicle + added_unloading_time_per_pallet + group_data["distance between DC and center of group [km]**"].iat[0] * 2 / High_average_speed + group_data["average distance between stores [km]**"].iat[0] * (Store_count-1) / Low_average_speed
#calculating what time the driver will complete the final delivery of their trip
last_delivery_time = start_time + pd.to_timedelta(trip_duration + group_data["distance between DC and center of group [km]**"].iat[0] / High_average_speed, unit='H')
return_time = start_time + pd.to_timedelta(trip_duration, unit='H') #and the time they arrive back at Sonae

if Dry_demand == 0:#if there is no more dry demand then there is nothing left to add to the truck
    reason_for_next = "dry demand satisfied" #define why we stop filling
    break #stop filling this truck and leave the current loop to calculate trip costs

#check if there is still space in the truck and if adding more would make the trip too long
if Pallets_in_vehicle < v_capacity and trip_duration + group_data["average distance between stores [km]**"].iat[0] / Low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) + (added_unloading_time_per_pallet + added_loading_time_per_pallet) < Maximum_trip_time:
    Store_count += 1 #we should be able to deliver to another store, so add one to the value

#check if adding another store would make the trip too long
if trip_duration + group_data["average distance between stores [km]**"].iat[0] / Low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) + (added_unloading_time_per_pallet + added_loading_time_per_pallet) > Maximum_trip_time:
    reason_for_next = "long trip" #define why we stop adding to this truck
    break #stop filling this truck and leave the current loop to calculate trip costs

#check if adding another store would make the last delivery too late (deadline)
if last_delivery_time + pd.to_timedelta(group_data["average distance between stores [km]**"].iat[0] / Low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) + (added_unloading_time_per_pallet + added_loading_time_per_pallet), unit='H') > day + pd.to_timedelta(Dry_limit_time, unit='H'):
    reason_for_next = "Adds too much time for dry trip limit" #define why we stop adding to this truck
    break #stop filling this truck and leave the current loop to calculate trip costs

#added == False: nothing was added to the truck this loop
reason_for_next = "too late to create partial dry trip" #adding part of the top order to this truck would make it wait too long for the second part
#break #cancel adding to this truck
reason_for_next = "full vehicle" #if all other checks have passed, the only remaining reason we stop filling a truck is because it's full

```

Step-by-Step Demonstration

After 19:00:

```

#Check if more fresh demand needs to be satisfied in this group and if it's 19:00 or later
while Fresh_demand > 0 and start_time >= day + pd.to_timedelta(Fresh_starttime, unit='H'): #everything in this loop is for one truck at a time and it repeats for the next truck
    this is where the planning of a trip starts
    if delivery_count>1 > loading_docks: #all loading docks start empty so once they are all in use we have to wait until one is free
        start_time = max(day + pd.to_timedelta(Fresh_starttime, unit='H') ,deliveries["start_time"].iat[delivery_count>Loading_docks] + pd.to_timedelta(deliveries["loading_time"].iat[delivery_count+1>Loading_docks], unit='H') )
        #start_time is either set to 19 or once a loading_time has passed of a previous row it is set to the time a dock frees up
    else: start_time = day + pd.to_timedelta(Fresh_starttime, unit='H') #this only happens if there was not enough dry demand to use up 48 loading docks
    if start_time < day + pd.to_timedelta(Fresh_starttime, unit='H'): break #so we exit this fresh demand while loop, nothing below here happens and we eventually come back to the loops above

    Pallets_in_vehicle = 0 #set value to count how many pallets have been assigned to the vehicle
    delivery_count += 1 #start a new delivery += adds to the current value 1
    receiving_stores = [] #list of the stores this truck will go to
    relative_pallets = [] #a list of the pallets per store (in order)

    type = "FRESH" #the type of good we are planning in this loop
    v_capacity = group_data['Vehicle size limit'].iat[0] #set the current delivery capacity limit to the first value in the orders table

    Store_count = 1 #count the number of stores to be visited

    #while loop to add goods to a truck, repeats until we can't add more to it (various reasons)
    while Pallets_in_vehicle < v_capacity: #is there still space in the truck?...

        #Calculate costs
        Fuel_cost = (group_data["distance between DC and center of group [km]"].iat[0] * 2 + group_data["average distance between stores [km]"].iat[0] * (Store_count-1)) * truck_costs[v_capacity][("Fuel_Costs")]
        #if the trip takes less than an hour we only need 1 driver, if its more we pay for 2 drivers
        if trip_duration <= 10:
            Driver_cost = trip_duration * truck_costs[v_capacity][("Driver_Costs")]/drivers
        else: Driver_cost = trip_duration * truck_costs[v_capacity][("Driver_Costs")]

        # Define the data for the new row, "this is the column name" and to the right of those are the values for the row/column
        new_row_data = {"day": day, "start_time": start_time, "loading_time": loading_time, "v_capacity": v_capacity, "Pallets_in_vehicle": Pallets_in_vehicle, "good_type": type, "group": group_name, "Store_count": Store_count,
                       "receiving_stores": str(receiving_stores), "relative_pallets": str(relative_pallets), "trip_duration": trip_duration, "return_time": return_time, "last_delivery_time": last_delivery_time, "Dry_demand": Dry_demand,
                       "Fresh_demand": Fresh_demand, "reason_for_next": reason_for_next, "Fuel_cost": Fuel_cost, "Driver_cost": Driver_cost,
                      }

        # Create a new DataFrame row with the specified index and data
        new_row = pd.DataFrame(data=new_row_data, index=[delivery_count])

        # Concatenate the new row with the existing 'deliveries' DataFrame
        deliveries = pd.concat([deliveries, new_row])

        demand_satisfied = deliveries["Pallets_in_vehicle"].sum()

        #Calculate how much fresh goods need to be assigned
        Fresh_demand = group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()
        #calculate how much dry goods need to be assigned
        Dry_demand = group_data['pallets'][group_data['type'] == "DRY GOODS"].sum()

```

Step-by-Step Demonstration

Plan trips with fresh goods

```

while loop to add goods to a truck, repeats until we can't add more to it (various reasons)
while Pallets_in_vehicle < v_capacity: #is there still space in the truck?
    #need to check if adding pallets from the next row will change the size limit and then be too much
    if group_data['Vehicle size limit'].iat[0] < Pallets_in_vehicle:
        reason_for_next = "can't add more pallets due to size limit change"
        Store_count -= 1 #we thought we could add another store after the last loop, but nvm, no space
        break #finish adding to truck and go to calculation of distance and costs of delivery

    #check if the current order is partially assigned, then calculate how long it has been waiting
    if group_data['order_assigned'].iat[0] < now #less than no is any date and time earlier than 2150 (we set that vanlue for no), meaning it was partly planned at that time
        #check if any partial orders are being completed too late
        check_order(deliveries, group_data, 0, start_time, "FRESH")
        check_order(deliveries, group_data, 0, start_time, "FRESH and DRY")

    v_capacity = min(group_data['Vehicle size limit'].iat[0], v_capacity) #update delivery capacity limit with the current store, capacity can only go down

    #check if the store has ordered more than the truck can still hold
    if group_data['pallets'].iat[0] > v_capacity - Pallets_in_vehicle:
        #take the order volume the truck can still hold
        receiving_stores.append(group_data['store'].iat[0]) #add the current store number to the list (row 0 is first row)
        relative_pallets.append(v_capacity - Pallets_in_vehicle) #note the number of pallets for this store

        group_data['pallets'].iat[0] = v_capacity - Pallets_in_vehicle #remove from order row, some goods still remain
        Pallets_in_vehicle += v_capacity - Pallets_in_vehicle #add to the vehicle (fill)
        group_data['order_assigned'].iat[0] = start_time #we took part of an order, note down the starting time

    else:#if the truck can hold the whole order
        Pallets_in_vehicle += group_data['pallets'].iat[0] #add to the truck

        receiving_stores.append(group_data['store'].iat[0]) #add the current store number to the list (row 0 is first row)
        relative_pallets.append(group_data['pallets'].iat[0]) #note the number of pallets for this store

        group_data['pallets'].iat[0] = 0 #order of first row is satisfied
        group_data['order_assigned'].iat[0] = yes #the whole order is planned

    if mixing: #if we allow mixing of dry and fresh we can add the dry from the same store to this truck...

        #sort the group by fresh first, then partial/unsigned orders and then ascending numbers of pallets, we use the first row of the table
        group_data.sort_values(by=[ 'type', 'order_assigned', 'pallets'], ascending=[False, True, True], inplace=True)
        group_data.reset_index(drop=True, inplace=True) #since the order of rows has changed, this sets the row numbers back to 0, 1, 2, 3... (easier for code to know that row 0 is first row)

    #calculate how much fresh goods still need to be assigned
    Fresh_demand = group_data['pallets'][group_data['type'] == "FRESH GOODS"].sum()

    #calculate how long it would take to fill the truck
    loading_time = Average_loading_time * Pallets_in_vehicle + added_loading_time_per_pallet
    #calculate how long the entire trip will take
    trip_duration = loading_time + Pallets_in_vehicle * added_unloading_time_per_pallet + group_data["distance between DC and center of group [km]**"].iat[0] * 2 / High_average_speed + group_data["average distance between stores [km]**"].iat[0] * (Store_count-1) / low_average_speed
    #calculate what time the driver completes the final delivery of their trip
    last_delivery_time = start_time + pd.to_timedelta(trip_duration - group_data["distance between DC and center of group [km]**"].iat[0] / High_average_speed, unit='H')
    return_time = start_time + pd.to_timedelta(trip_duration, unit='H') #and the time they arrive back at Sonae

    if Fresh_demand == 0:#if there is no more fresh demand than there is nothing left to add to the truck
        reason_for_next = "demand satisfied" #define why we stop filling
        break #stop filling this truck and leave the current loop to calculate trip costs

    #check if there is still space in the truck and if adding more would make the trip too long
    if Pallets_in_vehicle < v_capacity and trip_duration + group_data["average distance between stores [km]**"].iat[0] / low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) * (added_unloading_time_per_pallet + added_loading_time_per_pallet) <= Maximum_trip_time:
        Store_count += 1 #we should be able to deliver to another store, so add one to the value

    #check if adding another store would make the trip too long
    if trip_duration + group_data["average distance between stores [km]**"].iat[0] / low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) * (added_unloading_time_per_pallet + added_loading_time_per_pallet) > Maximum_trip_time:
        reason_for_next = "long trip" #define why we stop adding to this truck
        break #stop filling this truck and leave the current loop to calculate trip costs

    #check if adding another store would make the last delivery too late (deadline)
    if last_delivery_time + pd.to_timedelta(group_data["average distance between stores [km]**"].iat[0] / low_average_speed + min((v_capacity - Pallets_in_vehicle),group_data['pallets'].iat[0]) * (added_unloading_time_per_pallet + added_loading_time_per_pallet), unit='H') > day + pd.to_timedelta(Fresh_limit_time, unit='H'):
        reason_for_next = "too late for fresh trip" #define why we stop adding to this truck
        break #stop filling this truck and leave the current loop to calculate trip costs

    reason_for_next = "full vehicle" #if all other checks have passed, the only remaining reason we stop filling a truck is because it's full

```

Step-by-Step Demonstration

And add dry if allowed

```

if mixing: #if we allow mixing of dry and fresh we can add the dry from the same store to this truck
    #check in the current group if there is an order for dry goods from the same store
    dry_order_same_store = group_data[(group_data['store'] == group_data['store'].iat[0]) & (group_data['type'] == "DRY GOODS") & (group_data['pallets'] > 0)]

    if len(dry_order_same_store) > 0: #if there are orders from the same store
        row = dry_order_same_store.index #set a row number that has that store in the group table

        #calculate how long it would currently take to fill the truck
        loading_time = Average_loading_time + Pallets_in_vehicle * added_loading_time_per_pallet
        #calculate how long the entire trip will currently take
        trip_duration = loading_time + Pallets_in_vehicle * added_unloading_time_per_pallet + group_data["distance between DC and center of group [km]"].iat[0] * 2 / High_average_speed + group_data["average distance between stores [km]"].iat[0] * (Store_count-1) / low_average_speed
        #calculate what time the driver completes the final delivery of their trip
        last_delivery_time = start_time + pd.to_timedelta(trip_duration - group_data["distance between DC and center of group [km]"].iat[0] / High_average_speed, unit='H')
        return_time = start_time + pd.to_timedelta(trip_duration, unit='H') #and the time they arrive back at Sonae

        #check if adding dry goods would make the last delivery too late (deadline)
        if v_capacity > Pallets_in_vehicle and last_delivery_time + pd.to_timedelta(min((v_capacity - Pallets_in_vehicle), group_data['pallets'].iat[row[0]] ) * (added_unloading_time_per_pallet + added_loading_time_per_pallet), unit='H') < day + pd.to_timedelta(Fresh_limit_time, unit='H'):
            type = "FRESH and DRY" #we can mix and add from that order too

        #Check if the current order is partially assigned, then calculate how long it has been waiting
        if group_data['order_assigned'].iat[row[0]] < no: #less than no is any date and time earlier than 2150 (we set that value for no), meaning it was partly planned at that time
            #check if any partial orders are being completed too late
            check_order(deliveries, group_data, row[0], start_time, "DRY")
            check_order(deliveries, group_data, row[0], start_time, "FRESH and DRY")

        #check if the truck can only hold part of the order
        if group_data['pallets'].iat[row[0]] > v_capacity + Pallets_in_vehicle:
            relative_pallets.append(f"dry:{v_capacity + Pallets_in_vehicle}") #note the number of dry pallets for this store
            group_data['pallets'].iat[row[0]] -= v_capacity + Pallets_in_vehicle #remove from order row, some goods still remain
            Pallets_in_vehicle += v_capacity + Pallets_in_vehicle #add to the vehicle (fill)
            group_data['order_assigned'].iat[row[0]] = start_time #we took part of an order, note down the starting time

        else:#if the truck can hold the whole order
            Pallets_in_vehicle += group_data['pallets'].iat[row[0]] #add to the truck
            relative_pallets.append(f"dry:{group_data['pallets'].iat[row[0]]}") #note the number of dry pallets for this store
            group_data['pallets'].iat[row[0]] = 0 #order of the row is satisfied
            group_data['order_assigned'].iat[row[0]] = yes #entire order has been satisfied

```

5. Solution Results & Analysis



Deciphering Metrics: Analyzing and Explaining

Number of trips	Number of rows in the week plan, this is the total number of deliveries
fleet size 13	Total number of 13_trucks, equals the maximum number of active trucks at any time
fleet size 24	Total number of 24_trucks, equals the maximum number of active trucks at any time
fleet size 33	Total number of 33_trucks, equals the maximum number of active trucks at any time
total fuel costs (€)	Sum of the fuel price of each trip planned, which is distance travelled multiplied by price
total driver costs (€)	Sum of the driver price of each trip planned, which is the wage(s) multiplied by trip duration
total vehicle costs (€)	Each of the fleet sizes multiplied by their respective vehicle prices and the number of days
total costs (€)	Sum of all total costs
last_fresh_delivery (time)	The time taken for the final truck of the week with fresh goods to complete final last delivery*
last_dry_delivery (time)	The time taken for the final truck of the week with dry goods to complete final last delivery*

*Written as days HH:mm, where the deadline for fresh is 1 day 08:00 and dry is 2 days 00:00

Function for making the results table:

```
#a function to make a table with all the calculated metrics for any plan
def calculateResults(planResults, plan, planName):
    #number of rows is the number of trips planned
    planResults.at[planName, "trips"] = len(plan)
    #maximum value of the active_xxtrucks is the number of trucks we need in our fleet (assuming we won't experiment with fewer with increased costs)
    planResults.at[planName, "fleet_size_13"] = plan['active_13trucks'].max()
    planResults.at[planName, "fleet_size_24"] = plan['active_24trucks'].max()
    planResults.at[planName, "fleet_size_33"] = plan['active_33trucks'].max()

    #total fuel cost is the sum of the fuel cost of each trip
    planResults.at[planName, "total_fuel_costs"] = plan['Fuel_cost'].sum()
    #total driver cost is the sum of each trip's driver cost
    planResults.at[planName, "total_driver_costs"] = plan['Driver_cost'].sum()
    #total vehicle cost is the fleet size for each truck size multiplied by the price per vehicle type and the number of days
    planResults.at[planName, "total_vehicle_costs"] = (planResults.at[planName, "fleet_size_13"] * 95 + planResults.at[planName, "fleet_size_24"] * 110 + planResults.at[planName, "fleet_size_33"] * 110)*len(delivery_days)
    #total costs is the sum of all costs for that plan
    planResults.at[planName, "total_costs"] = planResults.at[planName, "total_vehicle_costs"] + planResults.at[planName, "total_driver_costs"] + planResults.at[planName, "total_fuel_costs"]

    #The highest value of all the "last_delivery_time" values will tell us what the latest time of delivery was and if all deadlines were met
    planResults.at[planName, "last_fresh_delivery"] = max(plan[plan["good_type"] != "DRY"]['last_delivery_time'] - plan[plan["good_type"] != "DRY"]['day'])
    planResults.at[planName, "last_dry_delivery"] = max(plan[plan["good_type"] != "FRESH"]['last_delivery_time'] - plan[plan["good_type"] != "FRESH"]['day'])
    #last delivery must be lower than 1 day and 8 hours for fresh and and 2 days for dry

    return planResults

#measuring performance of each plan, each column is a metric
planResults = pd.DataFrame() #prepare the results table

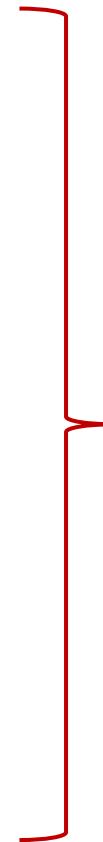
plan_count = 0 #value to select the specific table from the plans list
for planName in planNames: #check each plan
    planResults = calculateResults(planResults, plans[plan_count], planName) #run the metrics function to make a row of results for any plan
    plan_count += 1
planResults.T #T is for transpose, that flips the table so that the plan names are the columns
```

Baseline Scenario Analysis: Single Driver, No Mix, Group Order Check

Parameters

- 1 driver
- No mixing dry and fresh
- Check groups in ascending number order

Results are for the entire week of orders:



BASELINE CASE	
Number of trips	2049
fleet size 13	88
fleet size 24	34
fleet size 33	165
total fuel costs (€)	219031.7
total driver costs (€)	106665.35
total vehicle costs (€)	181500
total costs (€)	507197.05
last_fresh_delivery (time)	1 day, 03:50:59
last_dry_delivery (time)	1 day, 06:09:39

Comparing Baseline to Initial Alternative: Single Driver, No Mixing

The **only difference** in setup is the **order** in which the **groups are treated**.

In the **baseline** it plans for **groups in numerical order**, for the **second option** they are **planned in order distance to the DC, nearest first**.

Results are similar:

- having **fewer trips** saves on fuel costs for the alternative
- due to a **larger fleet size** the alternative is **more expensive** overall

→ We keep the **baseline** for the next to minimize cost.

Green = improvement	Baseline Case	1 driver, no mixing
Number of trips	2049	2041
fleet size 13	88	97
fleet size 24	34	31
fleet size 33	165	165
total fuel costs (€)	219031.70	218727.05
total driver costs (€)	106665.35	106728.42
total vehicle costs (€)	181500.00	184650.00
total costs (€)	507197.05	510105.47
last_fresh_delivery (time)	1 day, 03:50:59	1 day 04:48:39
last_dry_delivery (time)	1 day, 06:09:39	1 day 05:57:39

Baseline vs. 2nd Alternative: Group Order Sequence Change

The **difference** in setup is the **order** in which the **groups** are **treated**.

In the **baseline** it **plans for groups in numerical order**, for the **second option** they are **planned in order distance to the DC, nearest first**.

Also when **planning fresh orders** it **checks if dry orders** can be **added from the same store**.

Results are better in the alternative:

- having fewer trips and a smaller fleet size saves on fuel costs
- mixing fresh and dry leads to later final deliveries but the deadlines are still adhered to

Green = improvement	Baseline Case	1 driver, no mixing
Number of trips	2049	1897
fleet size 13	88	96
fleet size 24	34	26
fleet size 33	165	152
total fuel costs (€)	219031.70	183397.95
total driver costs (€)	106665.35	94441.34
total vehicle costs (€)	181500.00	172200.00
total costs (€)	507197.05	450039.29
last_fresh_delivery (time)	1 day, 03:50:59	1 day 04:36:59
last_dry_delivery (time)	1 day, 06:09:39	1 day 06:20:19

Comparing 2nd to 3rd Alternative: Driver Flexibility & Order Adaptation

The **difference** in setup is the **number of drivers** permitted.

If a trip takes longer than 10 hours a second driver can be added.

Also the **first option checks if dry orders** can be **added from the same store** when **planning fresh orders**.

Results are better in the **2nd** alternative:

- **costs** are **lower** across the board, especially driver costs
- **last delivery times** are also **much later** in the **second alternative** due to allowing for 20 hour trips

Green = improvement	1 driver, mixing	2 drivers, no mixing
Number of trips	1897	1865
fleet size 13	96	97
fleet size 24	26	32
fleet size 33	152	147
total fuel costs (€)	183397.95	186609.95
total driver costs (€)	94441.34	135129.07
total vehicle costs (€)	172200.00	173430.00
total costs (€)	450039.29	495169.02
last_fresh_delivery (time)	1 day 04:36:59	1 days 07:59:16
last_dry_delivery (time)	1 day 06:20:19	1 days 10:36:15

Contrasting 2nd to 4th Alternative: Extended Trip Duration & Driver Flexibility

The **difference** in setup is the **number of drivers** permitted.

If a trip takes longer than 10 hours a second driver can be added and the limit becomes 20 hours.

Results are slightly better in the **2nd** alternative

- **driver costs** are **lower**, significantly **lowering total costs**
- for two drivers **fewer trips** are needed, **lowering fuel vehicle costs**
- **last delivery times** are also **much later** in the 4th alternative due to allowing for 20 hour trips

Green = improvement	1 driver, mixing	2 drivers, mixing
Number of trips	1897	1831
fleet size 13	96	96
fleet size 24	26	28
fleet size 33	152	141
total fuel costs (€)	183397.95	172305.35
total driver costs (€)	94441.34	112569.66
total vehicle costs (€)	172200.00	166260.00
total costs (€)	450039.29	451135.01
last_fresh_delivery (time)	1 day 04:36:59	1 days 06:02:19.
last_dry_delivery (time)	1 day 06:20:19	1 days 13:11:55.

Alternative Comparison: Exploring Delivery Planning Scenarios

	Baseline Case	1 driver, no mixing	1 driver, mixing	2 drivers, no mixing	2 driver, mixing
Number of trips	2049	2041	1897	1865	1831
fleet size 13	88	97	96	97	96
fleet size 24	34	31	26	32	28
fleet size 33	165	165	152	147	141
total fuel costs (€)	219031.70	218727.05	183397.95	186609.95	172305.35
total driver costs (€)	106665.35	106728.42	94441.34	135129.07	112569.66
total vehicle costs (€)	181500.00	184650.00	172200.00	173430.00	166260.00
total costs (€)	507197.05	510105.4667	450039.29	495169.02	451135.01
last_fresh_delivery (time)	1.160416667	1.200462963	1.192361111	1.332824074	1.25162037
last_dry_delivery (time)	1.256712963	1.24837963	1.26412037	1.441851852	1.549953704

Result-Driven Conclusions: Insights Drawn from Analysis



Allowing trips after 19:00 to include dry and fresh goods has the **most impact** on **fleet size** and **overall costs**, although slightly slowing down the arrival of the last fresh orders



Allowing **2 drivers** on a delivery results in **fewer deliveries** being **needed** and a slightly smaller fleet size but due to increased driver costs the **total cost is increased**.



However, **allowing for 2 drivers** might **perform better** with some parameter tuning, or even in combination with cross-docking



Next we can look at ordering the groups

Result-Driven Conclusions: Ordering Groups

- It appears to be **impactful which groups are addressed first.**
- The **baseline case puts groups in numerical order and was slightly cheaper.**

→ Using the best performing alternative we will do a quick comparison of:

- Counting up in group number
- Ordering by furthest first
- Random orders each day



Alternative Comparison: Different Group Orders

	no Mix, 1 driver, Close 1st	no Mix, 1 driver, Count up	no Mix, 1 driver, Far 1st	no Mix, 1 driver, Random
Number of trips	1897	1952	2046	1924
fleet size 13	99	87	81	108
fleet size 24	26	29	28	26
fleet size 33	153	162	182	164
total fuel costs (€)	183393.9	196144.1	214751.6	189078.3
total driver costs (€)	94441.34	98447.8	102914.9	95941.63
total vehicle costs (€)	174570	175650	184770	186960
total costs (€)	452405.2	470241.9	502436.5	471979.9
last_fresh_delivery (time)	1 days 04:36:59	1 days 04:49:59	1 days 02:58:59	1 days 04:22:19
last_dry_delivery (time)	1 days 06:20:19	1 days 05:37:59	1 days 08:24:27	1 days 07:04:47



The original optimal is still the best, although delivering to the far locations first makes the final fresh delivery arrive earlier.

Should we adjust Fleet size?

Right now fleet size for each truck type is the maximum number in use at any point in the week..

So we are paying daily price for trucks that are not always being used that day.

We could reduce the fleet size and do the following when the active trucks exceeds the fleet:

“Occasional trucks may be considered beyond the regular fleet for specific days. For those vehicles, all costs must be increased by +30%”

Function to calculate how many of each truck type is active when a delivery starts:

```
#A function to calculate the active trucks at the start of any delivery
def getActiveTrucks(plan, v_capacity, row):
    # calculate the number of active trucks (currently filling or active)
    start_time = row["start_time"]

    # Count of trucks that started but haven't returned by the specified time
    started_trucks = plan[plan['start_time'] <= start_time]
    # counts how many of the planned trips have trucks that started already
    started_truck_count = len(started_trucks[started_trucks["v_capacity"] == v_capacity])

    # Count of trucks that have returned by the specified time
    returned_trucks = plan[plan['return_time'] < start_time]
    returned_truck_count = len(returned_trucks[returned_trucks["v_capacity"] == v_capacity])

    # Calculate the total number of active trucks
    active_trucks = started_truck_count - returned_truck_count
    return active_trucks

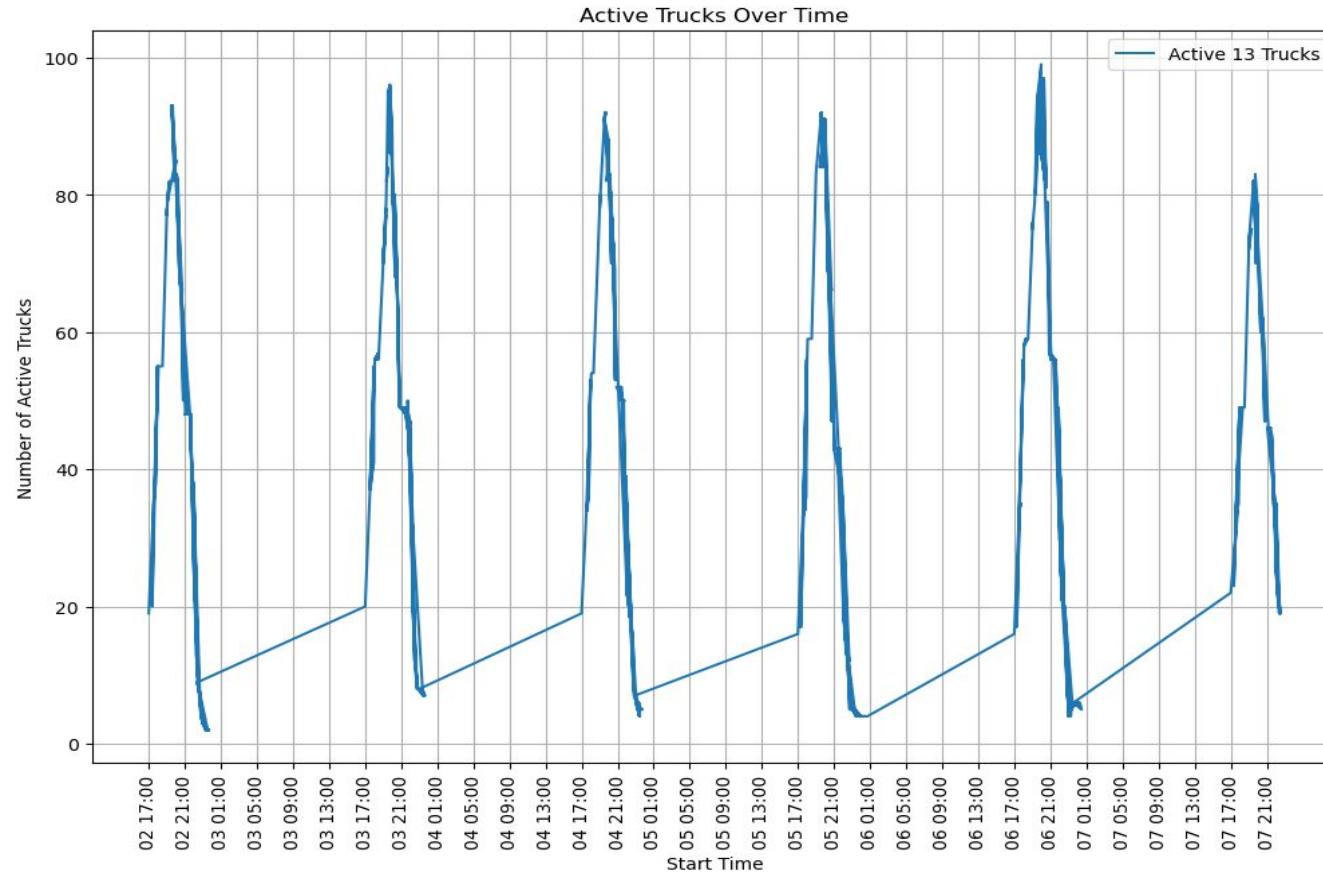
#A function to add the active trucks columns to any plan table
def getActiveTruckColumns(plan):
    #use the function to calculate the active trucks of each capacity at the start of every delivery
    plan["active_13trucks"] = plan.apply(lambda row: getActiveTrucks(plan, 13, row), axis=1)
    plan["active_24trucks"] = plan.apply(lambda row: getActiveTrucks(plan, 24, row), axis=1)
    plan["active_33trucks"] = plan.apply(lambda row: getActiveTrucks(plan, 33, row), axis=1)
    return plan

# run the function to add the activetruck columns for each of the plans we have created
for plan in plans:
    plan = getActiveTruckColumns(plan)
```

This creates the columns in the plan table with the **number of active trucks**.

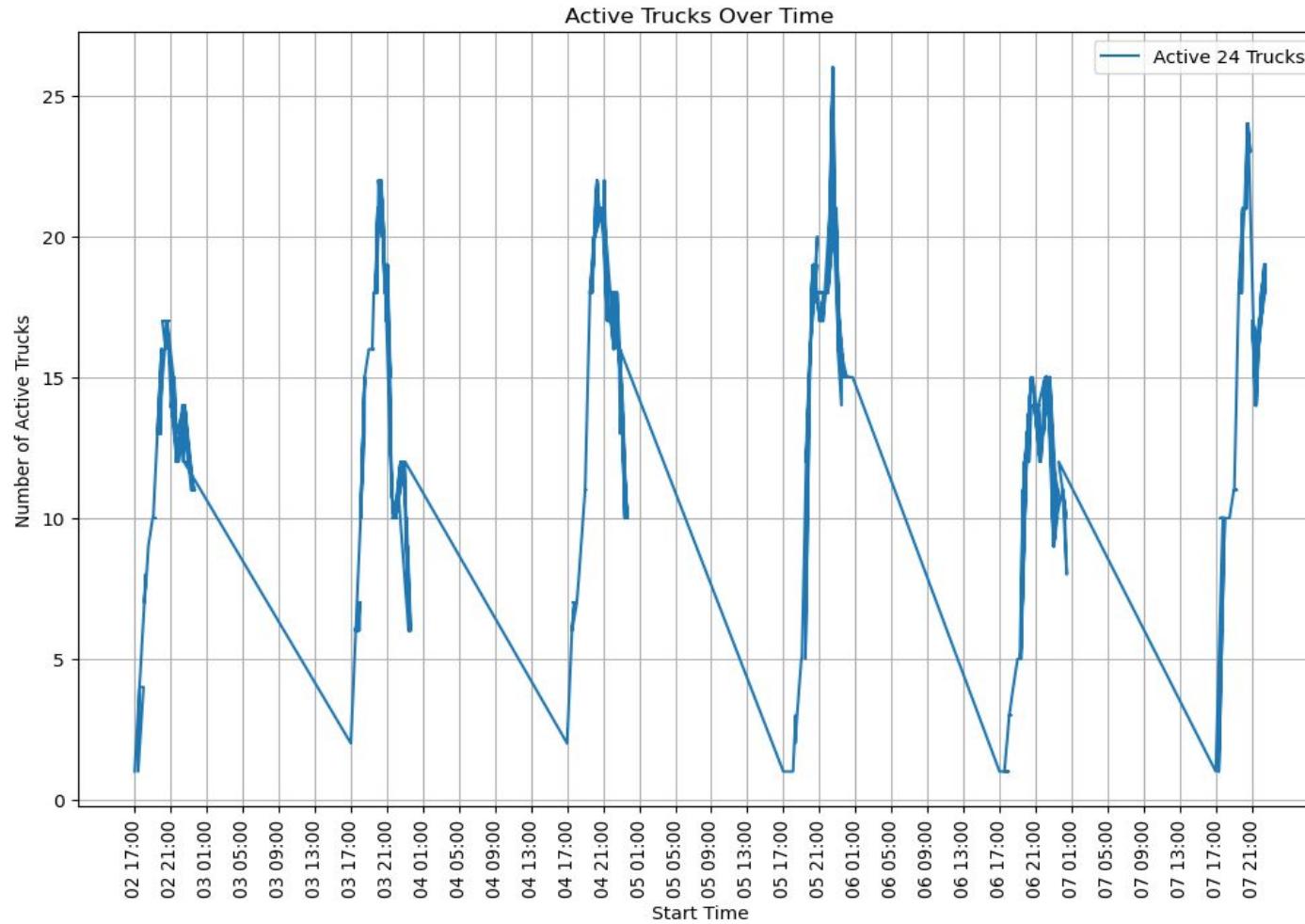
Each column is plotted over time in the following slides:

Consistent 13-Capacity Truck Fleet: Cost Optimization with Variable Usage



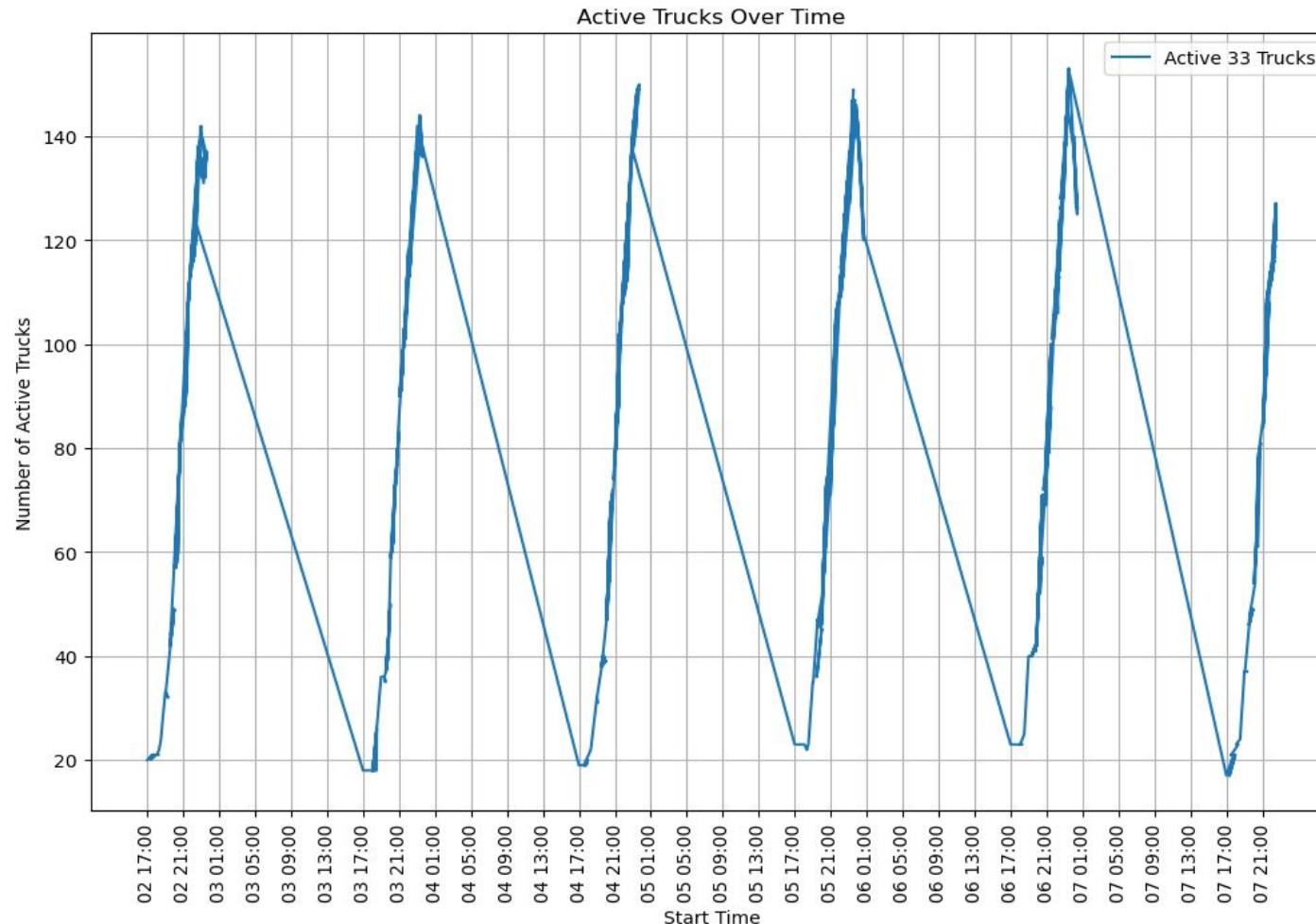
Each day the fleet size is quite **consistent** but slight variation might mean you can **save money** on days where fewer trucks are needed.

Flexible 24-Capacity Truck Fleet: Cost-Efficient Variability in Usage



Each day the fleet size varies more than for other trucks, this variation means you can save money on days where fewer trucks are needed

Stable 33-Capacity Truck Fleet: Cost Analysis in Minimal Variance



Each day the fleet size varies very little, this likely means that reducing the fleet size will increase costs

Cost Efficiency Through Fleet Size Reduction

If you reduce fleet size...



...you save on vehicle costs

BUT



... you pay 30% more any time that
more trucks are needed

➤ The costs resulting from this code
are plotted in the following slides:

```
def getFleetAdjustedCosts(plan, f1, f2, f3):
    #make each fleet size a fraction of the maximum active trucks value
    fleet_size_13 = round(plan['active_13trucks'].max() * f1)
    fleet_size_24 = round(plan['active_24trucks'].max() * f2)
    fleet_size_33 = round(plan['active_33trucks'].max() * f3)

    # Fleet cost without 30% increase
    base_vehicle_cost = (fleet_size_13 * 95 + fleet_size_24 * 110 + fleet_size_33 * 110) * len(delivery_days)

    #make a loop, it repeats everything separately for each day
    for day in delivery_days:
        day = pd.to_datetime(day + " 2023")
        # Filter the DataFrame to select rows where 'day' matches the desired delivery day
        day_plan = plan[plan['day'] == day].copy()

        # Calculate the additional cost for exceeding the fleet size with 30% increase
        additional_fleet_cost = 1.3 * (max(0, day_plan['active_13trucks'].max() - fleet_size_13)) * 95
        additional_fleet_cost += 1.3 * (max(0, day_plan['active_24trucks'].max() - fleet_size_24)) * 110
        additional_fleet_cost += 1.3 * (max(0, day_plan['active_33trucks'].max() - fleet_size_33)) * 110

        #total fuel cost is the sum of the fuel cost of each trip
        base_fuel_costs = plan['Fuel_cost'].sum()
        excess13 = plan[plan['active_13trucks'] > fleet_size_13]
        additional_fuel_cost = excess13[excess13['v_capacity'] == 13]['Fuel_cost'].sum() * 0.3

        excess24 = plan[plan['active_24trucks'] > fleet_size_24]
        additional_fuel_cost += excess24[excess24['v_capacity'] == 24]['Fuel_cost'].sum() * 0.3

        excess33 = plan[plan['active_33trucks'] > fleet_size_33]
        additional_fuel_cost += excess33[excess33['v_capacity'] == 33]['Fuel_cost'].sum() * 0.3

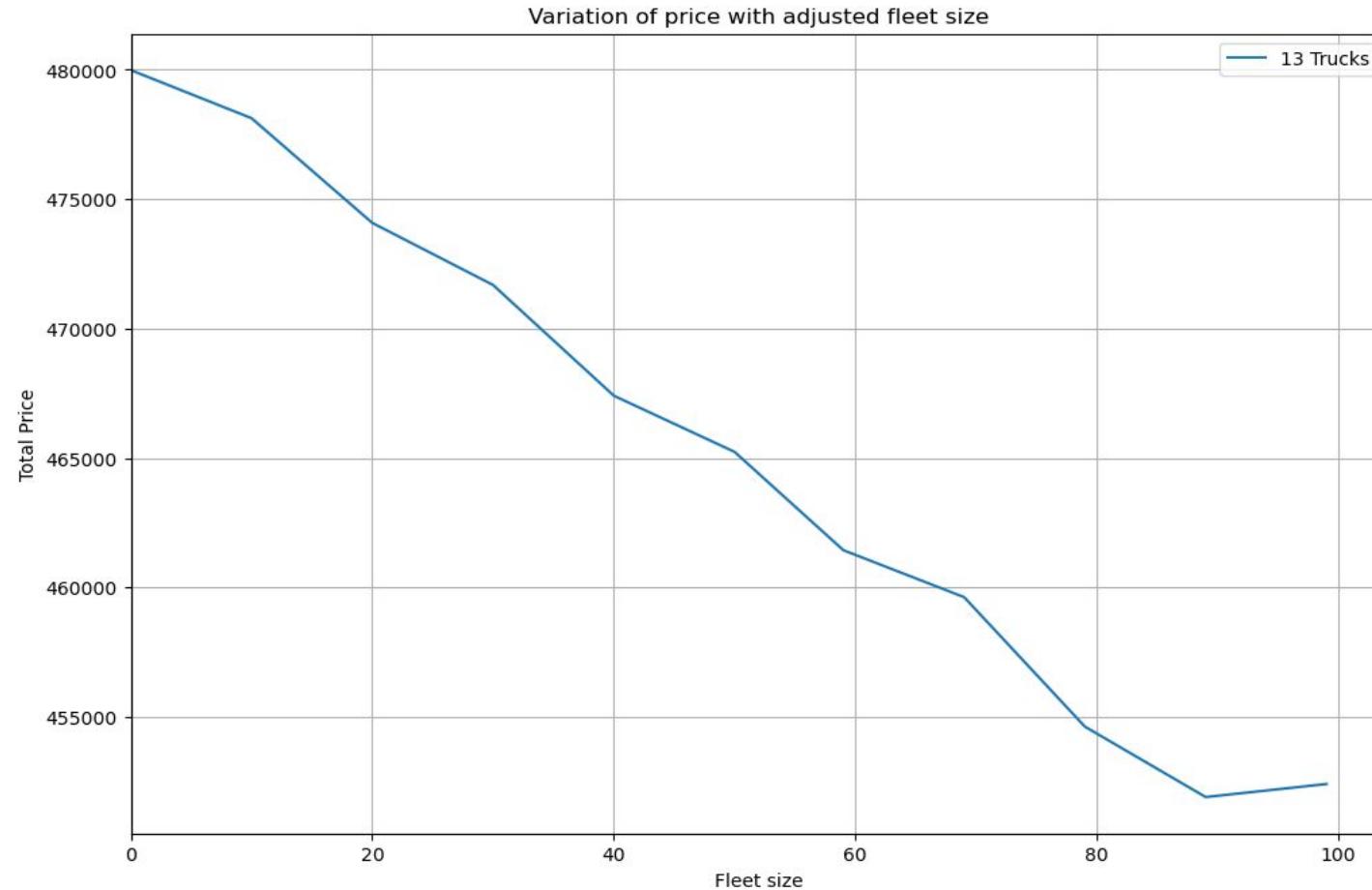
        #total driver cost is the sum of the driver cost of each trip
        base_driver_costs = plan['Driver_cost'].sum()
        excess13 = plan[plan['active_13trucks'] > fleet_size_13]
        additional_driver_cost = excess13[excess13['v_capacity'] == 13]['Driver_cost'].sum() * 0.3

        excess24 = plan[plan['active_24trucks'] > fleet_size_24]
        additional_driver_cost += excess24[excess24['v_capacity'] == 24]['Driver_cost'].sum() * 0.3

        excess33 = plan[plan['active_33trucks'] > fleet_size_33]
        additional_driver_cost += excess33[excess33['v_capacity'] == 33]['Driver_cost'].sum() * 0.3

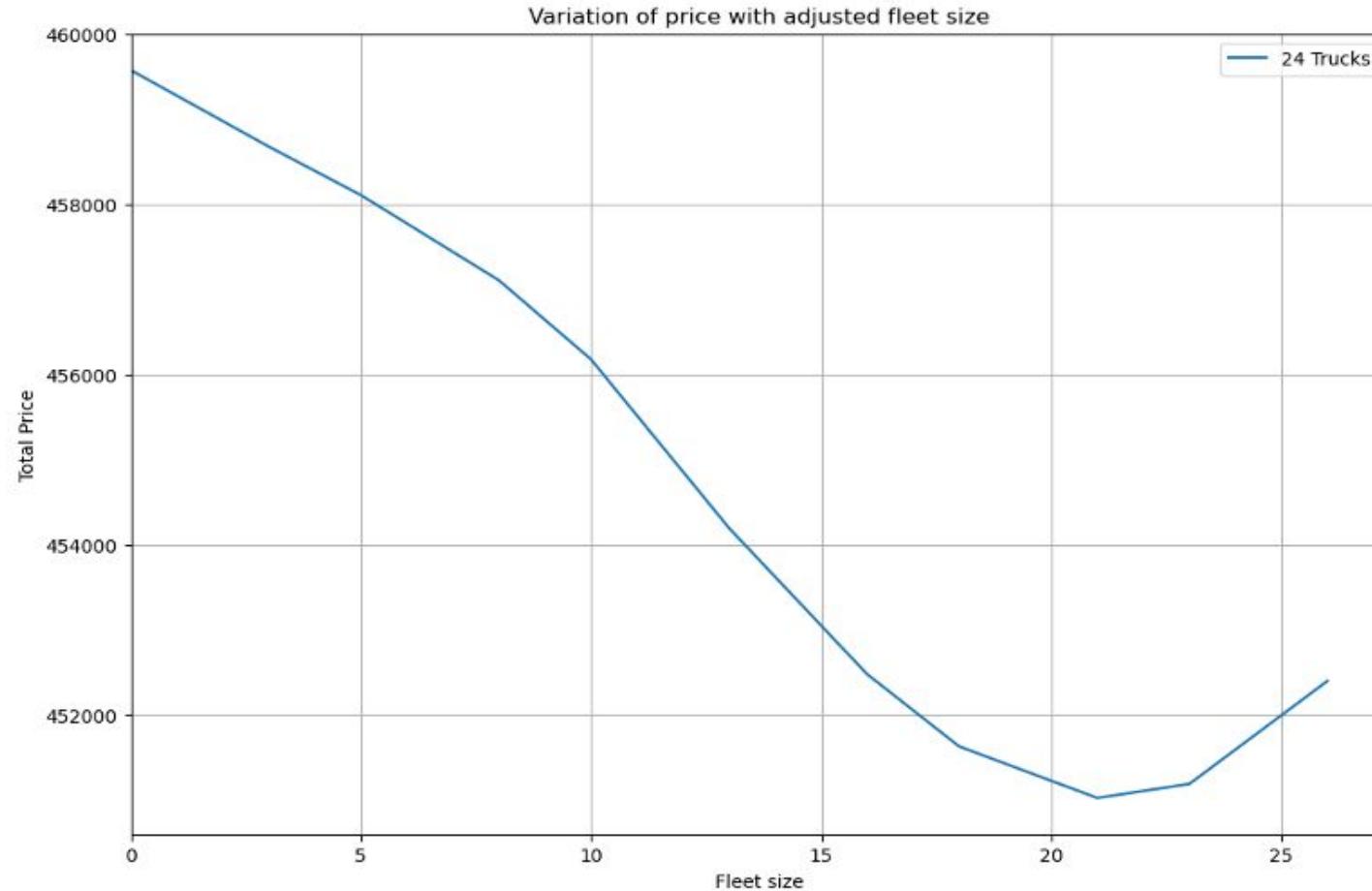
        #total costs is the sum of all costs for that plan
        total_costs = base_vehicle_cost + base_fuel_costs + base_driver_costs + additional_fleet_cost + additional_fuel_cost + additional_driver_cost
        #print(additional_fleet_cost, additional_fuel_cost, additional_driver_cost)
    return [fleet_size_13, fleet_size_24, fleet_size_33, total_costs]
```

Cost Efficiency Through Fleet Size Reduction – 13 Trucks



i
Other fleet sizes
kept at maximum

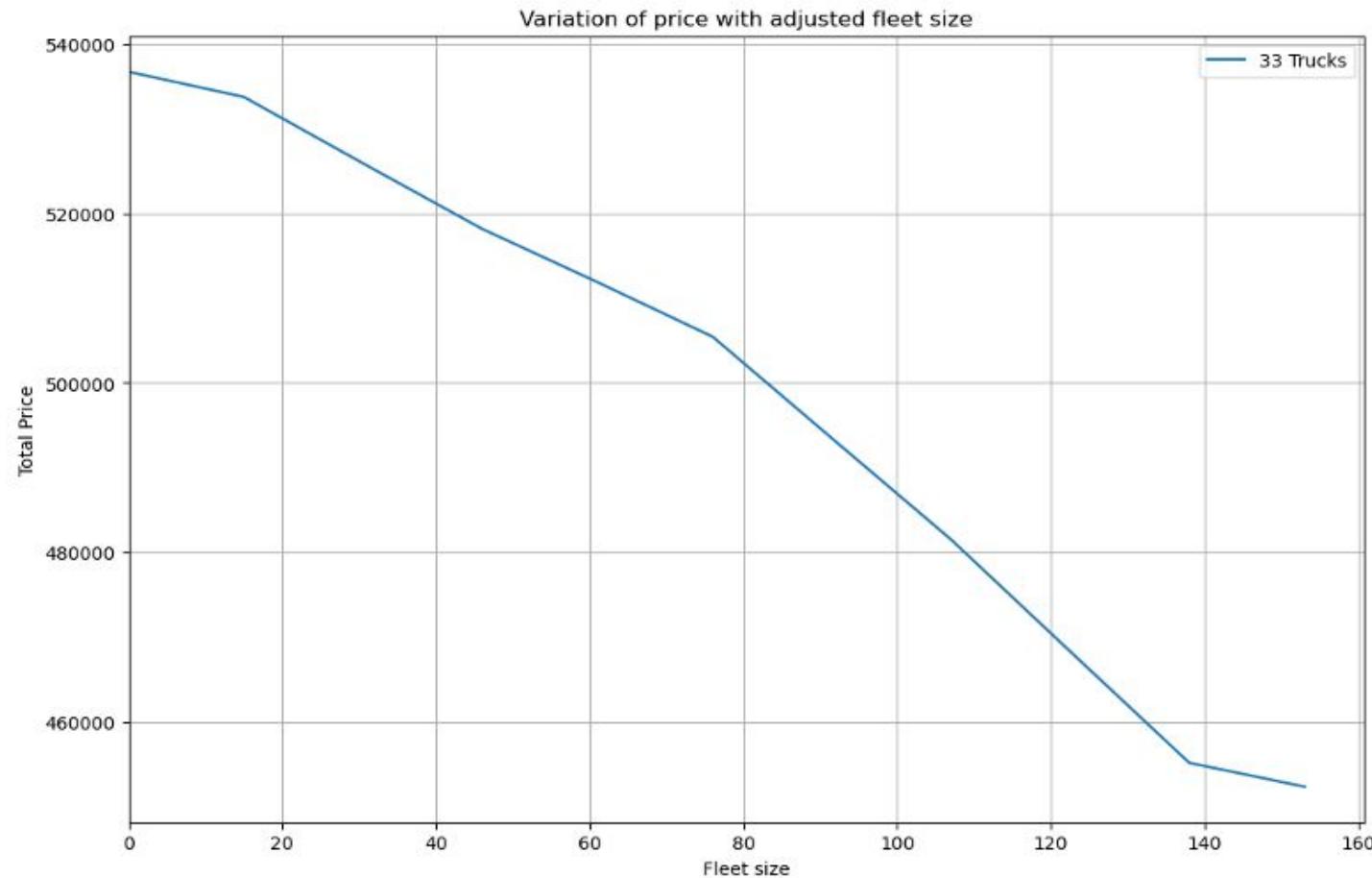
Cost Efficiency Through Fleet Size Reduction – 24 Trucks



i

Other fleet sizes
kept at maximum

Cost Efficiency Through Fleet Size Reduction – 33 Trucks



i

Other fleet sizes
kept at maximum

Outcome Overview: Analyzing Results

It's heavily dependent on how frequently the truck type is used, 33 size trucks are the most regularly used so there is more clarity for their optimal fleet size.



Optimal Planning Guidance:

Assuming that our planning is optimal and each week is similar in orders we advise to utilize a slightly smaller fleet size for 13 and 24 size trucks for lower costs, as shown in the table below:

	Fleet 13	Fleet 24	Fleet 33	Cost (euro)
Max	99	26	153	452405.24
Optimal	89	21	153	450527.33

6. Solution Evaluation



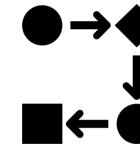
Comprehensive Solutions and Recommendations

Network



- ✓ There are no savings on journeys from the cross-docking station, so we recommend working without it.
- ✓ Utilize a slightly smaller fleet size for 13 and 24 size trucks for lower costs.

Process



- ✓ Mix dry with fresh goods after 19:00 if a fresh delivery is planned to the same store.

Sustainability



- ✓ Transition to electric vehicles could be a strategic move and brings tangible benefits in terms of cost, reputation, and long-term operational resilience.

How to improve?

- When using 2 drivers we should consider if a trip of 11 hours is worth 2 drivers, this option may not be explored enough.
- This is a bottom up approach, there may be better solutions than those generated by our code. However, the produced plans meet the success criteria.
- Costs and savings of cross-docking are just estimates, research into this could be deepened to find the exact impacts.

Appendix



Sustainability Strategies - Practical Advice

Electric Vehicles (EVs):

An adoption of electric vehicles (EVs) in distribution offers many advantages, strategically positioning the company for sustainable growth and operational efficiency. Some of the advantages:

1. Environmental Responsibility: By reducing emissions, Sonae's use of EVs demonstrates a commitment to environmental responsibility, aligning with global sustainability goals such as the UN's 2030 Agenda and ensuring compliance with regulatory standards.
2. Economical Advantages: Electric vehicles contribute to financial efficiency by offering lower operating and maintenance costs. The initial investment is offset by reduced fuel expenses and maintenance requirements, resulting in long-term financial benefits.
3. Government Incentives: Sonae can take advantage of subsidies and incentives provided by the Portuguese government to promote and facilitate the adoption of electric vehicles, further optimizing the economic aspects of the transition.
4. Brand Image Enhancement: Operating a fleet of electric vehicles enhances Sonae's brand image. The company becomes synonymous with eco-friendly practices, appealing to environmentally conscious consumers and fostering a positive reputation in the market.

In summary, Sonae's transition to electric vehicles is a strategic move that not only addresses environmental concerns but also brings about tangible benefits in terms of cost, reputation, and long-term operational resilience.