

Problem Statement: Delivery Men Manager

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How might we provide delivery men managers with real-time visibility, efficient route allocation tools, and performance-tracking systems to address delays, optimize operations, and ensure fair workload distribution?

Key Performance Indicators (KPIs)

- 1.Reduction in Delivery Delays: Measure the percentage decrease in late deliveries after implementing the solution.
- 2.Efficiency of Route Allocation: Monitor the time saved in assigning delivery routes compared to the previous system.
- 3.Manager Satisfaction Rate: Use feedback forms to track managers' satisfaction with the new tools and processes, aiming for an improvement score of at least 80%.

Key Learnings

- Delivery men managers lack real-time visibility into the status of deliveries and the location of their teams, leading to inefficiencies.
- Inefficient route allocation systems frustrate both managers and delivery men, impacting overall operations.
- Managers require better tools to track performance, resolve complaints, and fairly allocate resources.
- A solution must balance customer satisfaction, runner morale, and operational efficiency to succeed.