Q:Can we have a copy of the planning?  
A:yes(picture taken)  
  
Q:How does a planning look like?  
A:Gets papers and assigns them ( paperwork planning)  
calender for each driver  
tour → truck and at last the driver for that tour  
  
Q:how far ahead do you make your plan?  
A:On the go(daily new)  
  
Q:What happens if a truckdriver gets ill or he/she has a car accident?  
A:Delay occures, schedule gets kinda screwed(buffered)  
  
Q:who defines what has to planned? Who makes decisions?-what program do you use for the planning? Or are you using pen and paper at the moment?  
A:He alone does the planning( a lot of copying and paperwork)  
  
Q:What are the main issues you're experiencing with the current system?  
A:no contact with customers (mistakes happen)  
not every driver  is allowed to drive specific trucks(loads)  
(!)missing an overview- which ressources are available , what can be optimised?  
Drivers are allowed to drive 3 hours max(8H / daily)