# Interview planning

**Workflow**  
- Input from order management department - first sorts them by direction (into 3 main directions)  
- Output for truck drivers (papers with orders - doesn't contain schedule)  
- Output for invoices department

Bill of laden document (picture)

Missing: license plate, trailer and driver - his job to assign those to the letters

In the morning he gets a bunch of letters from the order department

Then he starts working with agendas - see the agendas section.

Fills in license number, trailer number and driver number to order.

**Agendas**

He has an agenda per resource he can use. These are small blue agenda's - doesn't have it with him at the moment - has timeslots - basically a calendar

Different calendars for each resource:  
- Truck  
- Trailer  
- Driver

When he starts planning he starts with the most difficult part which are the trailers.The only resource limitation is the trailer itself (thus trailers are planned first).

Then he assigns a truck to that "tour" / trip.

Lastly he assigns the drivers.

Can assign schedules for multiple days - not just for one day.

**Issues**

It works, but he sometimes makes mistakes.

Mistakes:  
- Not all drivers are allowed to drive toxic liquids (sometimes assigned to wrong driver or trailer)  
- Double booking

Biggest disadvantage - doing planning efficiently

Try to schedule trips that are close to each other together, so only one truck driver has to go to these places. This is difficult because all work is done manually.

He is missing an overview where he can see which resources are available. He is looking for ways to optimize his scheduling.

Drivers have to look in planning department schedule to see what their own driving schedule looks like. But actually this schedule is for internal use, so this isn't efficient.

In the end he stresses that making changes are very important - still difficult now.

Changes are difficult. Example:

Delivery date is in 3 days - scheduled it yesterday, today a new order arrived which has to be delivered tomorrow. It's difficult to reschedule the tours/ trips in order to get delivery on time, because everything has to be done on paper. Then has to change the letter that goes to the order department.

Has no contact with customers (not necessarily an issue).

**Times**

Tiny margin in scheduling in case of accidents or delays, use google maps to see how much time it takes. In case of small accidents, delivery is almost always on time, but in case of larger accidents, nothing can be done to avoid late delivery. Always one truck driver available in case of these issues (last minute jobs).

Drivers can never do more than 3 tours a day.

Loading or unloading of a truck takes 1 hour, cleaning of trucks takes 1 hour - needs to be taken into account.

Drivers can work from 6AM to 10PM. Employees only work 8 hours a day. They need a break after every 3 hours.

There are some laws and regulations on this as well - suggests us to have a look at that as well.  
Found this:

* Daily driving period shall not exceed 9 hours, with an exemption of twice a week when it can be extended to 10 hours.
* Total weekly driving time may not exceed 56 hours and the total fortnightly driving time may not exceed 90 hours.
* Daily rest period shall be at least 11 hours, with an exception of going down to 9 hours maximum three times a week. Daily rest can be split into 3 hours rest followed by 9 hour rest to make a total of 12 hours daily rest
* Weekly rest is 45 continuous hours, which can be reduced every second week to 24 hours. Compensation arrangements apply for reduced weekly rest period. Weekly rest is to be taken after six days of working, except for coach drivers engaged in a single occasional service of international transport of passengers who may postpone their weekly rest period after 12 days in order to facilitate coach holidays.
* Breaks of at least 45 minutes (separable into 15 minutes followed by 30 minutes) should be taken after 4 ½ hours at the latest.

See this for more: <http://ec.europa.eu/transport/modes/road/social_provisions/driving_time/index_en.htm>

System should not plan everything automatically. He wants an in-between solution where he has an clear overview of active resources and can then plan accordingly.

Free days and vacations are in the agenda's. He is informed by his colleague that driver has a free day and then writes it in agenda so he knows that he's not available.

Also if a truck is in repair, it is written in the agenda.

**About the company**

There are more drivers than there are trucks. Several employees can go into one truck, and switch when they've driven a certain amount of hours. Same amount of trailers and trucks. Trucks can be hired externally.

10 drivers, 9 trucks -- this is not conform with what the CEO said

**Language**

Truck drivers are all Dutch. Business may be extended to Belgium and Germany in the future ("in the future English is fine", so may not have to make it in German or French). For the planning department, English is fine.

Integration of driving times between starting location and destination - "sounds nice but I don't know if that's possible, would be helpful". It seems like this is not a necessity, but if we are able to do it easily, we could add it.

**Further questions?**

- Can a driver deliver two tours per trip? For example; driver takes 500L of milk, and delivers 250L in Zaandam and then 250L in Amsterdam, and then returns to "base".

Yes, this can be done. The driver will just carry two or more delivery documents.

- How many drivers and trucks are there? According to CEO there were 100 trucks and 120 trailers. Is each employee of the planning department responsible for 10 drivers?

There are 10 trucks and trailers. There are a little more drivers than we have trailers so that we have a little breathing room. In the planning department there is just one guy who does all the planning for all the drivers and all the trucks.

- You said that drivers need to take a break every 3 hours. How long should these breaks be? (keep in mind that drivers according to EU law need to rest for 45 minutes every 4 and a half hours)

The break is half an hour after 3 hours of driving.

- Do you want customers contact details in case delivery will not be on time or are other departments in charge of this?

No, this is the job of business support. I will only be informed by business support when a truck is not working or when a driver is ill. I have no direct contact with the customer.

- If a delivery cannot be delivered on time, what happens?

We always have a little breathing room in the planning, but there is no procedure for this. We do have an extra driver that can be sent to make a delivery in the case another truck or driver is delayed.

- Can you email / give us a document with a list of all the drivers, trucks and trailers with the required information so we can implement it into the system once it's created? Or should we wait for this data in a later stage (since it may change)?

We will fill these out ourselves. You just have to give us the option to add drivers and trucks. You will not have to do this.

- Could you show us the agendas that you use for each resource (truck, driver & trailer), and allow us to make a picture so we know what information is on each of the agendas.

No, I don't have that right now. The agenda's are just a list per truck that specify the day with the deliveries and the drivers. You can just see this as a list. A list per truck.