	J HOLDINGS PRIVATE LIMITED www.jholdings.com.pk	Document Reference		
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	FLEET MONITORING CONTROL ROOM (FMCR)-SOP	00		13-Jul-23
		Assessed by	Title	Signature
	STANDARD: ISO 9001 / 45001			

PROCEDURE

"Fleet Management Control Room SOP"

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Purpose

The purpose of this SOPs is to ensure safe and secure transportation of Goods from origin to destination, 24/7 GPS monitoring, increase operational efficiencies, reducing risks and effective functioning of the fleet management.

Scope

This SOP is applicable at all logistics activities, performed to all customer for liquid and dry cargo by J Holdings (Pvt) Ltd.

Procedure

I. FMCR team will be comprises on two Shift 12:00 hours each.

II. FMCR team will work under the supervision of Assistant Manager Operations.

III. Individual staff will be responsible to monitor throughout journey of each trip of every vehicle from start till the completion of trip.

IV. Current status of vehicles should be shared with management on daily basis. (Through WhatsApp and E-Mail)

V. In case of any GPS/GSM issue, immediately contact with concern tracker company and inform to Assistant Manager operations.

VI. FMCR executives ensure that 100% of trackers are working properly.

VII. Check reports which are received from the online system and base station, in case a report of any vehicle is missing, immediately contact the tracker vendor to provide the same.

VIII. All necessary communication with drivers must be record in communication log.

IX. Verify that drivers are strictly complying with Journey Management Plan (JMP) and other policies/procedures.

X. In case of any abnormal activity FMCR executive is responsible to make contact with concern tracker company and ATS Pakistan to look after or keep an eye on the movement of vehicle.

XI. FMCR executive ensures to make a call driver in case of non-compliance or vehicle stop for 30 minutes and give instructions to driver to move the vehicle.

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      a. if vehicle make stop for more than 30 mins following hierarchy required to be followed

         i. After 01 Hrs inform Ops Executive

         ii. After 1.5 Hrs inform AM Ops

         iii. After 2 Hrs inform Manager Ops

XII. Keep record of all driving violations found through tracker reports and take appropriate disciplinary action against defaulter drivers.

    Speed Violations   Harsh Braking

    Harsh Acceleration   Night violation

    Excess Idling

XIII. The core responsibility of FMCR executive is to record all violation regarding driving behavior and conduct. This will include monitoring of following:

    Route Deviation   Un-Authorized Stop over

XIV. Fleet Manager/Assist. Manager fleet will review communication log which will be shared by FMCR executive on daily basis.

XV. FMCR executive ensure that all vehicle will resume operation early morning at 06:00 am, Any violation of night rest policy will be considered as emergency and immediately inform to AM Ops/Manager Ops.

XVI. FMCR executive will keep informed Manager Ops/AM Ops on any hardware/software issues related to tracker via email.

XVII. FMCR executives will make handing/taking over for their respective shifts sign time in/out same logbooks) along with cell phone/sim.

XVIII. FMCR executive will ensure to update law & order situation, road blockade due to any reason such as public protest, road incident /accident etc.

Documents

Fleet Communication Log

Tracking Report

Tracker Reporting status