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| To: | Kalamazoo RSPs |
| From: | Joseph Andersen (Project Manager) |
| Date: | 10/28 |
| Re: | Time Study |

Hey Route Service Team,

Starting Monday, Nov 4th, we’re launching a time study initiative. This study will run for 6 weeks. This is purely a data collection effort to help us understand our current operations better and identify ways to make route days more balanced and efficient for everyone. This is not about measuring individual team member performance. There are no immediate plans for route changes—this is all about gathering information.

The goal is to get a clear understanding of how much time each stop takes—so we can improve route balance, identify any inefficiencies, and make your workday smoother. Just continue your normal routine without rushing or adding extra steps—accurate data is what will help us the most.

**Here’s what we need from you:**

* After parking your truck, open your handheld device, select the customer, and tap “Start Delivery” before leaving the driver’s seat.
* Complete your usual service tasks: gather the goods, provide service, talk with your customer, and load the soiled.
* Make sure to sign and accept invoices as usual.
* Once everything is done and you’re ready to drive off, tap “End Delivery” in the handheld.

The goal is simple: measure the time from when your butt first leaves the driver's seat to when it hits the seat again, ready to drive to the next stop. We want to measure every moment of time used to service each customer. This data is key to helping us get a clear picture of our current operations, which will support future decisions to make each day as balanced as possible for everyone.

Thank you for your help in making this effort a success!

—Joseph