**Summary demonstrating how I have the skill and experience relevant for this role.**

I served in the military service for over 10 years, during which time I received training on both human and resource management. I am organised and committed to achieving project milestones. I can multitask, while allocating resources efficiently to maintain project momentum. I do have the ability to identify and solve problems within a group and address conflicts promptly to maintain cohesion and productivity. I also recognise achievements and provide encouragement to motivate and foster a positive team spirit. I have acted at various times as Proxy Lead. The most recent being the BHX7 TOM lead. This role entails supervising the team, managing performance, providing guidance and ensuring alignment with BHX7 TOM objectives. I am a peer trainer, an instructor, a first aider, a transport yard specialist and a member of Associate Forum.

**Example of when I illustrated leadership and/or coaching skill.**

Customer Obsession/Bias for action

**Situation:**

A driver rejected a critical pull time (22:00 CPT) preloaded trailer due to a defective marker light. The trailer contained 650 units of customer parcels scheduled for delivery same day. Unfortunately, all shipping /outbound AAs had proceeded on their legal break which is fixed at between 22:15 to 22:45 hours. This would amount to over 30 minutes delay on this specific load departure.

**Task:**

My task was to eliminate any negative customer impact that may arise from the delay of all 650 units of customer parcels, totalling 21 pallets. since the next arrival site was a sorting station/site, meaning that a timely delivery is critical to their successful operations.

**Action:**

1. I virtually provided the driver with an empty trailer that he inspected and confirmed to be okay, he then proceeded to physically move this trailer next to the preloaded trailer. This saved us about 10minutes.
2. I requested the assistance of 2-yard marshals with indoor marshal access through cross trainings, to commence with the safe unloading/loading processes of both trailers. This reduced the time required to complete the process by 15minutes.
3. On securing the pallets and driver safety checks completed, I informed the check-out/gate house associates of the need to avoid any further delays to the driver. The driver departed the FC within the prescribed time. (22:29)

**Result:**

I successfully averted the delay of 650 packages and any negative customer impact it would have caused. Also, shunters were further required to thoroughly inspect trailers for faulty lights and other visible defects before docking procedures are completed.

Example of how I used analysis to identify the cause of a problem or predict an issue.

**OPERATION EFFICIENCY OPTIMIZATION**

**Situation:**

**Late Departures**

In the launching era of the FC, weekly report, showed that between 250 to 300 trailer departures were carried out by this FC at peak periods. It was observed through data records that approximately 80% of the late departures that are FC controllable, which amounted to approximately 33 per day, were attributed to the delays in dock door closures, ineffective communication procedures and late key delivery to drivers. While low head counts of both the AAs and yard specialist was also identified as a setback**.**

**Task:**

To apply a root cause analysis (RCA) and Fishbone diagrams to manage/prevent late departures from the BHX7 FC.

**Action:**



I suggested to my manager and the TDR team, that all dock doors that were finished and closed should be dispatched timely and the drivers sent off instantly, as opposed to waiting for all departing CPTs to be closed simultaneously before despatch. This method reduced congestion and eased the traffic flow during CPT departures in the yard and at the exit gates.

I also suggested to my manager to review routine trainings on AAs, in relation to how best to use radio communication more effectively to increase efficiency and yard performance.

**Result:**

Consequently, the late departure reports showed significant improvement by 50% less recorded cases of FC controllables, the average being between 15-20 per week. 15 of 23 Yard specialists were re-trained on radio communications basics, resulting to about 70% improvement in the use and handling of portable radios by AAs. As a result, our yard operations became more streamlined and effective. Also, daily safety and knowledge bulletins were incorporated into the start of shift briefs.

Example to demonstrate problem solving skills and analytical skills.

**Optimizing Yard Operation.**

**Situation:**

**Third Party Drivers and FC guidelines resolution**

As a yard specialist, I encountered a persistent issue of hostile drivers, complaining about site regulations denying them the right to rest in their tractors within the yard premises. Often citing issues of fatigue, health concerns and lengthy wait times. This friction often accounted for approximately (6-7) 5% late departures, (2-3) 2% of rejection cases and (2-3) 2% of drivers being banned from the site. This had the potential to disrupt customer service. Approximately Over 150 drivers are expected to arrive at the site daily, and this number exponentially increased during peak periods.

**Task:**

To identify and resolve the underlying driver complaints whilst maintaining Amazon policies, guidelines and regulations.

**Action:**

I observed that over 80% of drivers preferred to remain in their tractors while on site. I reported to my manager the driver complaints, which highlighted fatigue, cluster phobia (post covid), and lack of sufficient amenities in the drivers lounge as specific reasons. My manager authorised a survey be carried out to ascertain how best to improve our facilities and provide drivers with better alternatives covered by site regulations. The feedback from the surveys was used to remodel the drivers lounge to improve its facilities. Also, there was a sensitization campaign by TOM team to enlighten drivers to consider the option of waiting outside the yard for their collection. This provided drivers with broader options.

**Result:**

There has been approximately a 99.9% reduction in driver hostility since the lounge upgrade, Also, a new layby had been created for drivers in front of the entry gate for those opting to remain in their tractors until collection time. This has resulted in overall yard operation optimization and a positive work environment. Approximately 20% of drivers opt to wait outside the yard premises to rest in their tractors.