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

I served in the military service for 10 years, during which time I received qualifications in human and resource management. I have certificates in information technology, project management, radio communications and equipment maintenance. I contributed towards the review of radio communication techniques in BHX7 TOM team, by providing regular feedback to my manager with respect to areas of improvement and conducting intermittent training exercises during our daily briefs. This significantly improved communications in the team by 80%. I take ownership of tasks and departmental projects with a commitment to galvanise, collaborate, motivate, and inspire our team to achieving management set goals and objectives. I multi-task to maximise efficiency through leveraging individual human capacity and available resources. I am an associate forum member with the experience in interacting and communicating regularly with both my peers and top management staff. I have at several occasions performed the role of the BHX7 TOM team lead(proxy). I am also a peer trainer, an instructor and a first aider.

**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 678 units of customer parcels scheduled for delivery same day. Coincidentally, all associates had proceeded on their legal break (22:15 - 22:45). This potentially would result in 30mins delay and a late departure.

**Task:**

The task was to minimize or eliminate customer impact in a timely manner since the drivers delivery site was a sort centre and a late departure would have a huge impact on customers. The shipment contained all 650 units of customer parcels, totalling 22 pallets, all of which had to be transferred to another functional trailer.

**Action:**

1. In my capacity as acting Tom lead, i activated a trailer move through our in-house shunter, this provided and moved an empty trailer next to the preloaded trailer.
2. I requested the action of the two available (02) yard marshal then, due to the arranged staggered breaks for marshals, to promptly assist me in the docking/undocking procedures and subsequently engage in the unloading/loading of the trailers. This facilitated the timely completion of the process by 12minutes.
3. On securing the pallets, the driver completed checks and the shipment departed the FC within the prescribed time. (22:30)

**Result:**

I successfully averted the delay of 650 packages and the negative customer impact it would have caused. Also, the feedback from the incident prompted updated procedures for all trailers being moved to the dock area to be thoroughly inspected for faulty lights and other visible defects before docking procedures are completed.

**How I used analysis to identify the cause of a problem or predict an issue.**

YARD EFFICIENCY OPTIMIZATION

**Situation:**

During a prime week in December, the weekly report showed that approximately 250-300 trucks were departed from the FC. I monitored yard operations during peak hours. It was observed through data records that 80% of the late departures that were FC controllable, were attributed to the delays in dock door closures, poor communication techniques and procedures. While low head count of AAs accounted for 10%.

I documented the data on truck arrival times, cargo handling processes and other bottlenecks associated with late departures.

**Task:**

My task was to use a root cause analysis (RCA) and Fishbone diagrams to identify how best to prevent late departures from the BHX7 FC.

**Action:**

I suggested to my manager and the TDR team, that all dock doors that were closed and their ready shipments should be dispatched immediately, in contrast to the practice of waiting for all departing CPTs to be ready and despatched simultaneously. This method reduced congestion and eased the traffic flow during departures times and avoided delays at the exit gates.

I also suggested and carried out peer trainer exercises on how best to use radio communication more efficiently to reduce errors and increase yard performance.

**Result:**

As a result, late departure reports showed significant improvement by 80%. There was a total of 19 of 23 Yard specialists retrained on radio communications basics, and this improved the use and handling of portable radios by 90%. As a result, our yard operations became more harmonized and efficient.

**Demonstrate problem solving skills and analytical skills.**

Optimizing Yard Operation.

**Situation:**

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, mental health and lengthy wait times as a reason. This occasionally accounted for (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 100 drivers are expected to arrive at the site daily, and this number exponentially increases during peak periods.

**Task:**

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

**Action:**

It was observed that over 80% of drivers preferred to remain in their tractor while on site. I reported this concern to my manager, and ideas on how to improve driver welfare was sought through site surveys and other channels. I worked closely with my manager, yard marshals and maintenance staff to implement some of the changes approved by management. The feedback from the surveys was used to remodel the drivers lounge to improve its facilities. Also, there was a sensitization campaign by the TOM team to enlighten drivers on the option of waiting in their tractors outside the yard perimeters for their collection, if they so desired.

**Result:**

There has been a 98% reduction in driver hostility since the lounge upgrade, Also, a new layby had been provided for drivers in front of the entry gate for those opting to remain in their tractors until collection time. This has resulted in yard operation optimization. About 10% of drivers opt to wait outside the yard premises daily for their collections.