Overview

Purpose

This Standard Operating Procedures details how to deep-dive Routes Over Block Length (ROBL) Root-causes and drive the right actions to improve performance.

Scope

The target audience is Area Manger/Shift Manager of Delivery Operations (AMDO/SMDO) to track weekly ROBL performance and improve operational performance.

Introduction

The process is to identify through the ROBL Deep-Dive dashboard stations & DSPs below target, this Standard Operating Procedures specifically details how to address the different ROBL root-causes and take the corrective actions.

Key Definitions

Measurement Methodologies

Metric	Standard	Definition	Formula	Link
ROBL	<=10%	The proportion of DSP routes where the actual time on road is 30 minutes above the paid block length.	(routes where actual time – paid time on road > 30 minutes) / total routes	[Link](#)
Time Window Compliance %	-	Time Window extension model is an automated mechanism aimed at identifying and updating Hours of Operation in GAM. Routing uses these Hours of Operation to create a 'Time Window' (TW) such that TW shipments are prioritized before non-TW shipments. TW Compliance is the ability to deliver all Time Window shipments before the Time Window ends.	Packages planned within the business hours / total packages with business hours	-

Roles and Responsibilities
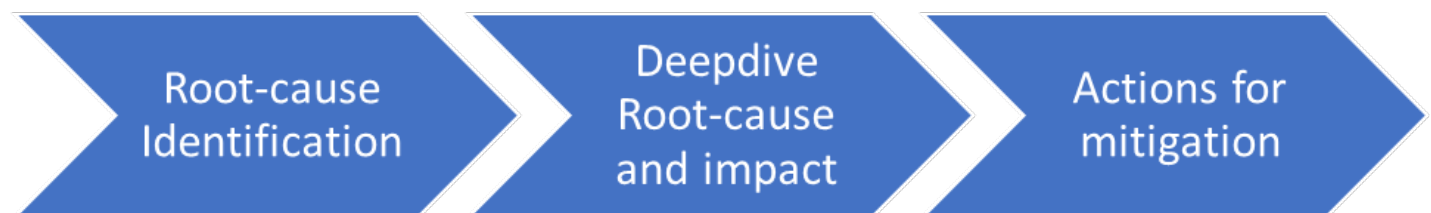
Role	RACI	Responsibility
AMDO/SMDO Champion	R, A, C, I	AMDO/SMDO to deep dive the metric and drive performance improvement

Standard

Tools, Equipment, Software, Permissions Needed

- ROBL Wiki
- EU ROBL Deep-Dive Dashboard
- EU ROBL Route Deep-Dive Plan vs. Actual Dashboard
- Package Level Bridge

Process Map

Process Description

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Identify the ROBL root-causes for given station and DSP:

Go to ROBL Deep-Dive Dashboard and identify the root-cause, details on the definition can be found in ROBL Wiki

1. Nursery Driver on full route

- Deep-Dive Nursery Compliance to check if DSP is regularly failing on Nursery Compliance.
- Have performance meeting with the DSP to highlight Delivery Associates who have not been trained correctly.
- Re-communicate the new Delivery Associates should do 5 Nursery Level 1s and 5 Nursery Level 2s, they shouldn't be asked to do other routes or support other Delivery Associates in the first 10 days.
- If Delivery Associate specific, and impacting driver engagement, ensure DSP has 1:1 with Delivery Associate and decide if the Delivery Associate needs to go through Re-training.

2.Newly Graduated Driver

- 1:1 with DSP OSM to confirm driver tenure.
- Review offsets in ROBL DeepDive, support with rescues if needed.
- During DPRs, remind DSPs that they have the option to retrain new drivers by assigning Insight modules on Disprz to any of their DSP DAs.
- Create a Newly Graduated Driver Scorecard: what are the coaching opportunities for the Delivery Associate (e.g. multi-stops, commercials, route adherence etc.) → use it for weekly 1v1 with DSP OSM
- Review of Nursery Compatibility Areas → If Training area is not suited, Delivery Associate gets overwhelmed on his first standard parcel routes
- Review of Nursery SPR/Shift times to ensure a good training experience and improve the performance what eases the work of the Delivery Associate once he becomes standard. (Maybe review of the rules of 65%, 85% of 9h for Nursery since it generates more packages for Nursery Delivery Associate than standard if the station is routing will less than 480).
- Set first day of L1 driver not on a high-volume day, prioritize lower-volume days in week to start

3.Affinity Issue

- Identify whether station had any RGU changes and reasons why.
- If any RGU changes are planned for the station that will negatively impact affinity:

- double check if RGU offsets are in place in ROBL DeepDive
- If not, increase offsets accordingly to make sure more time is added to the routes → Use request_change "PER" as "RGU" is no longer approved.
- Confirm if DSP OSM is using the Delivery Associate preferred area tool (Standard Operating Procedures) to make sure Delivery Associate are delivering "the same routes" repeatedly:
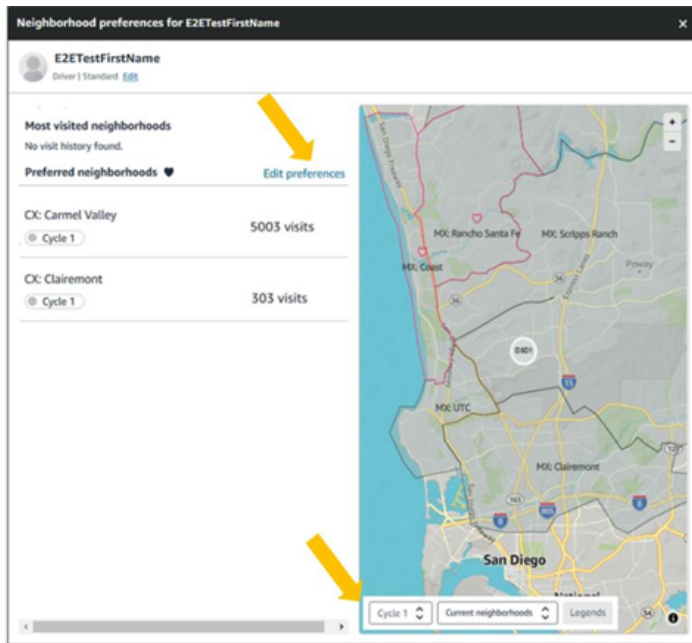
- Deep-dive Rostering & Auto-Assign Compliance.

    ○ If DSP Auto Assign Compliance is low, confirm No shows overrides %.

    ○ Explain importance and consequences of Affinity and Auto Assign to DSPs. Challenge via 1:1 Auto Assign WO.

- Confirm correct amount of LWB vehicles for the DSP

Country	Station Code	Date	Cycle	DSP	DSP Type	Start Time	Wave sequence	RGU Sequence	Compliance	Wave to RGU Seq Compliance	LWB Supply	LWB Actuals
GB	DST1	Feb 14, 2022	CYCLE_1	OPUL	DSP 1.0	Feb 14, 2022 10:25am	1	1	Within Limits	100.0%	3	3
GB	DST1	Feb 14, 2022	CYCLE_1	CVCM	DSP 1.0	Feb 14, 2022 10:25am	2	3	Within Limits	100.0%	11	12
GB	DST1	Feb 14, 2022	CYCLE_1	GPSL	DSP 1.0	Feb 14, 2022 10:30am	3	2	Within Limits	100.0%	1	1
GB	DST1	Feb 14, 2022	CYCLE_1	VDSL	DSP 1.0	Feb 14, 2022 10:30am	4	4	Within Limits	100.0%	1	1

- Confirm DSP % shares are correct

Country	Station	RGU Active From	Cycle	DSP Type	RGU DSP	Optimal Wave Plan	Packages %
GB	DST1	2022-02-16	CYCLE_1	DSP 1.0	CGCC	1	4.75%
GB	DST1	2022-03-04	CYCLE_1	DSP 1.0	CGCC	1	4.71%
GB	DST1	2022-02-16	CYCLE_1	DSP 1.0	OPUL	2	4.52%

- Minimise the number of requested RGU changes. If you need to, use the right approach to request an RGU Change (Guide, SIM)

    ○ Ensure the change is requested at least 14 days prior to its start so that RGU offsets can be applied by our system.

    ○

4.Redelivery Issue

- Track performance of FADS using OTR PerfectMile.
- Use FADS Deep-Dive to understand root-causes.
- Identify whether FDDS target is met:
    ○ Use EU DSP Network Score Tool and filter for your station: DCR T1 is the minimum required FDDS target %.

Year	Week	Country	Station	DSP	dcr_t1	dcr_t2
2022	06	FR	DWP2	BCTR	98.80	99.48
2022	06	FR	DWP2	CO	98.80	99.48

- Compare the target with [actual FDDS %](#) performance:

Daily: ◀ 2022-W06 ▶		SUN-06-FEB	MON-07-FEB	TUE-08-FEB	WED-09-FEB	THU-10-FEB	FRI-11-FEB	SAT-12-FEB	Total 2022-W06 ⓘ
2.12 ☆ RDR 3.0 Overall %	∓	-	-	-	-	-	0.33%	-	0.33%
2.13 ☆ RDR 3.0 Controllable %	ⓘ✚	-	-	-	-	-	0.10%	-	0.10%
2.14 ☆ Contact Compliance	✚	99.90%	99.84%	99.87%	99.84%	99.84%	99.86%	99.89%	99.86%
⊟ Performance									
3.1 ☆ % First Day Delivery Success ⚠	✚	98.72%	99.25%	99.23%	99.25%	99.22%	99.19%	98.92%	99.15%
3.2 ☆ % First Time Delivery Success	✚	95.61%	96.43%	96.30%	96.29%	96.39%	96.54%	96.29%	96.30%

If target is met, identify time spent on Redelivery using [Routing Plan vs. Actual](#). For high Redelivery Minutes, discuss with DSP to reduce time on redelivering whilst maintaining FDDS target.

- Best practice approach to redelivery (e.g. call customer first etc.) to be issued and shared with DSPs.
- Ensure re-deliveries are displayed/regarded in Rabbit itinerary.

5 Unexplained Stop Issue

- Deep-dive root-cause and top offending DSPs using [ROBL Deep-dive tool](#) and [Standard Operating Procedures](#).
- Daily challenge of unexplained stops in DSP 1:1 and explain impact of these unplanned stops, use deep-dive examples of route ID/stops.
  - If issues with scanner, replace scanner for Delivery Associates to scan properly during delivery
  - Ensure Delivery Associate are logging out at the End of Shift, to correctly measure ROBL
  - Track usage of [Airplane Mode Delivers](#) to identify Delivery Associates driving offline.

6. Sequencing time over paid on road time

- Compare final input minutes using [ROBL Deep-dive tool](#) with [RTW](#) to see if minutes are matching.
- Identify whether there have been any D-1/D-0 sequencing adjustment requests by station for Delivery Associate capacity issues.
  - If not, reach out to CO (Chime Room) to understand the discrepancy and resolve.

7. Plan time over sequencing time

- Identify whether route has a large volume. If this is the case, it can be related to issues within sortation (Details in [FAQ3.4](#)).
- Check the station's [RTW Pick List](#) and check for the impacted route. You can easily see if the route has only one single sort zone with an abnormally high amount of shipments.

8. Driver not following route sequence

- Analyze [Time Window compliance](#) (TWC) for the Delivery Station – DSP, if Actual TWC is greater than Plan, driver could be deviating to achieve a better potential delivery success. When this occurs there are two Steps to follow:
  - Check for Optimal wave dispatch score (insert dashboard link), see if there still opportunity for this DSP to be in an optimal order.

- ○ If DSP is already in the optimal order, then reach out to Routing SME to change the priority for TW shipments from Routing
  - ○ Discuss with DSP whether there is any impact due to inner-city/building constraints.
- Deep-dive Breakzone % for the station. If in the "Open zones max" view the station is red, reach out to Routing SME to adjust Break zones parameters.

9.Over Consolidation Issue

- Deep-dive Root-causes using Over Consolidation Deep Dive Tool (Guide for details):

Country	Station	DSP	Root Cause Bucket	# of Routes (Plan)	# of Routes (Act.)	# of Stops (Plan)	# of Stops (Act.)
⊟ NL	⊟ DNL1	⊟ Battuta Transport B.V.	0. Others Cons Status	0	40	46	46
			1. Stop Detection Issues	14	14	18	18
			2.1 Potential Driver Choice…	4	4	4	4
			2.2 Potential Driver Choice…	5	5	5	5
			2.3 Potential Driver Choice…	5	5	5	5
			4. Scan Or GPS Location Issues	1	1	1	1
			5. Unit Address Mapping Issues	1	1	1	1
			6. Building Type Or Mapping…	1	1	1	2
			7. RE Geocode Issues	12	12	12	13

- Action based on worst offending root-cause (guidance shared by Routing SME Team, to be finalized by EOQ1):
  - ○ For issues with Stop Detection (1): Not controllable by Estimated Time of Arrival.
  - ○ For issues with Potential Driver Choice (2): Partial Solve - Station can educate Delivery Associates regarding our current 50meter threshold.
  - ○ For issues with Unit Address Mapping (5), Building Type (6) or Geocode (7): Submit TT for Geo Code or GAM correction.
  - ○ For issues with Scan Or GPS Location (4): Partial Solve - Educate Delivery Associates to scan at customer door or actually delivery location.

10.   Driver Performance

- Improve on initial training – coachings and ridealongs
- Start 121s with DSP OSM: confirm if DSPs are following the route sequence (1.2.)
- Performance reviews WoW (Plan vs. Actual, Route Adherence).
- Ensure weather offsets are in place when required (Wiki) (example SIM for manual request)
- Audit Sortation, Pick & Stage and Dispatch quality metrics

Resources

Tools

- Nursery Compliance
- Rostering & Auto-Assign Compliance
- Scheduling vs JAS Sequence Tool
- FADS Deep-Dive
- DSP Network Score Tool
- OTR PerfectMile
- Routing Plan vs. Actual
- Airplane Mode Delivers
- RTW
- Time Window Compliance Tool
- Breakzone %
- Over Consolidation Deep Dive Tool

Assets

- ROBL Wiki