

# SUGAR

## Delivery & Servicing Plans

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*London 1<sup>st</sup> December  
2010*

# Agenda

- **What is a Delivery & Servicing Plan?**
- **Practical workshop**
- **Business view of a DSP**
- **TfL's approach to Engagement**

# What is a Delivery & Servicing Plan?

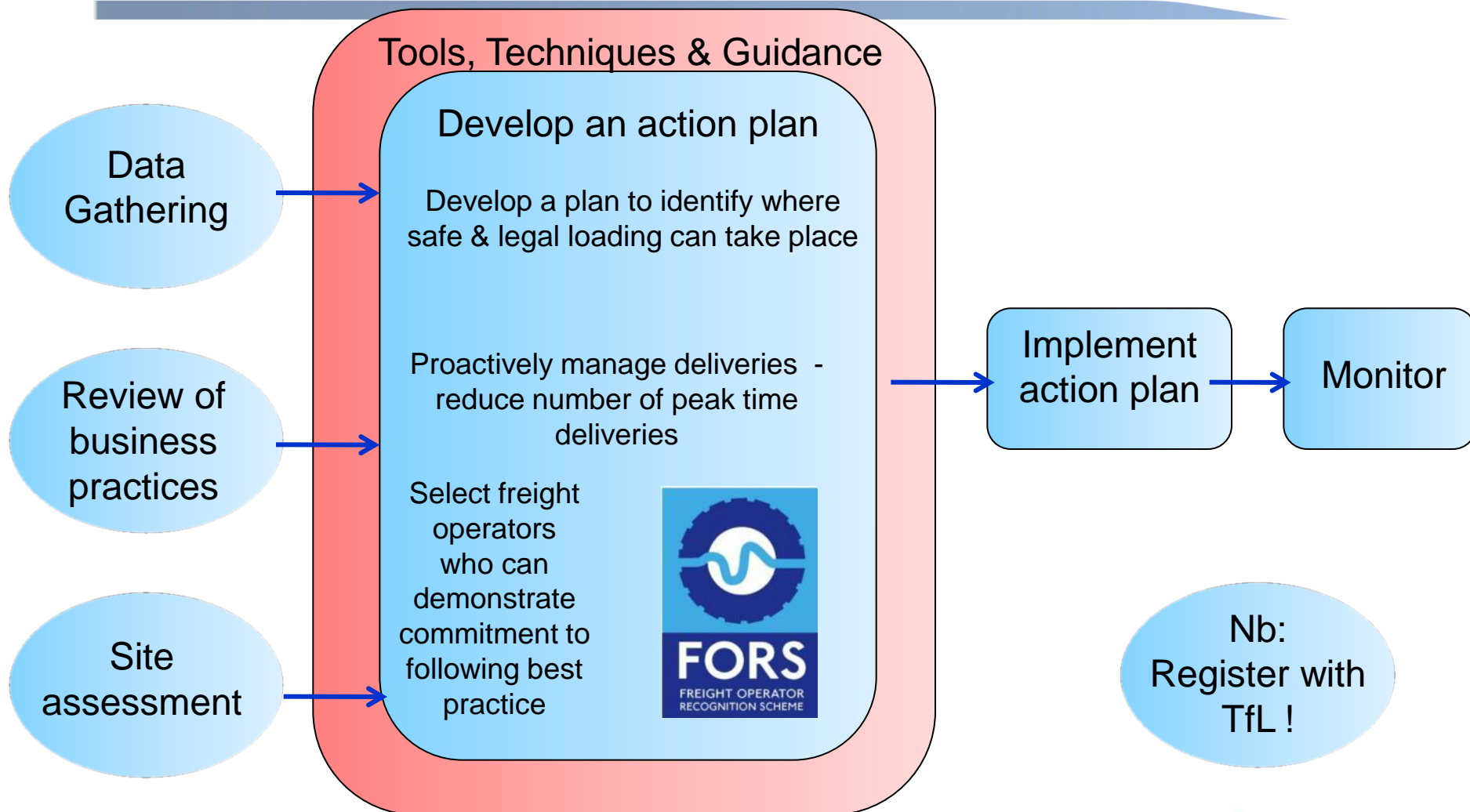
- Provides a framework to better understand and manage freight vehicle movements
- It is from the perspective of the receiver of the goods
  - Ultimately the decision maker (in some form)
- It seeks to change current behaviour and practices
- Can be adopted by any organisation

# What is a Delivery & Servicing Plan?

## Why is the DSP a framework?

- Each organisation is different
- Organisations within the same sector are different
  - » Business practices are specific to an organisation
- One size solution is not achievable

# What is a DSP?



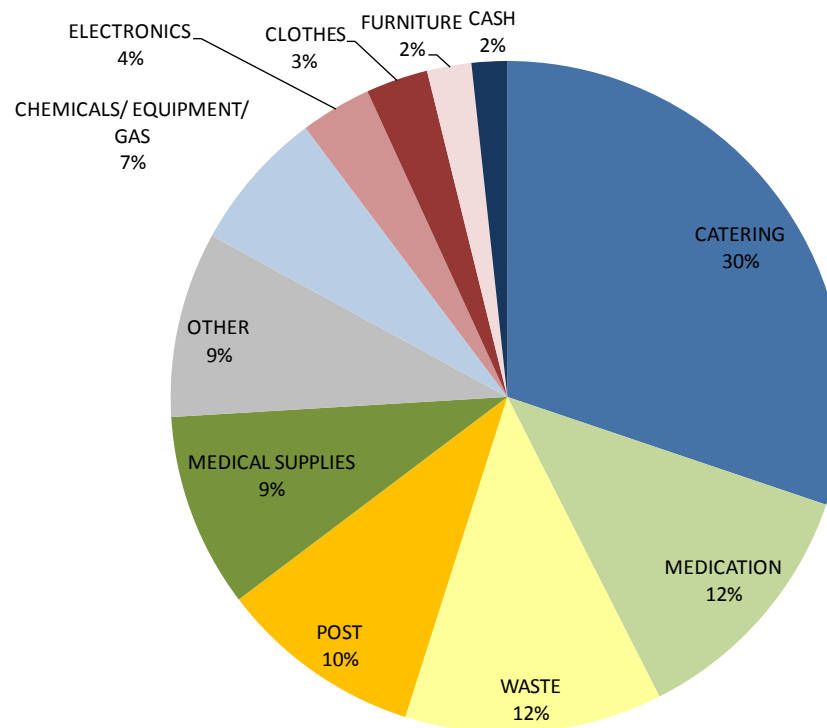
# What is a DSP?

**Data  
Gathering**

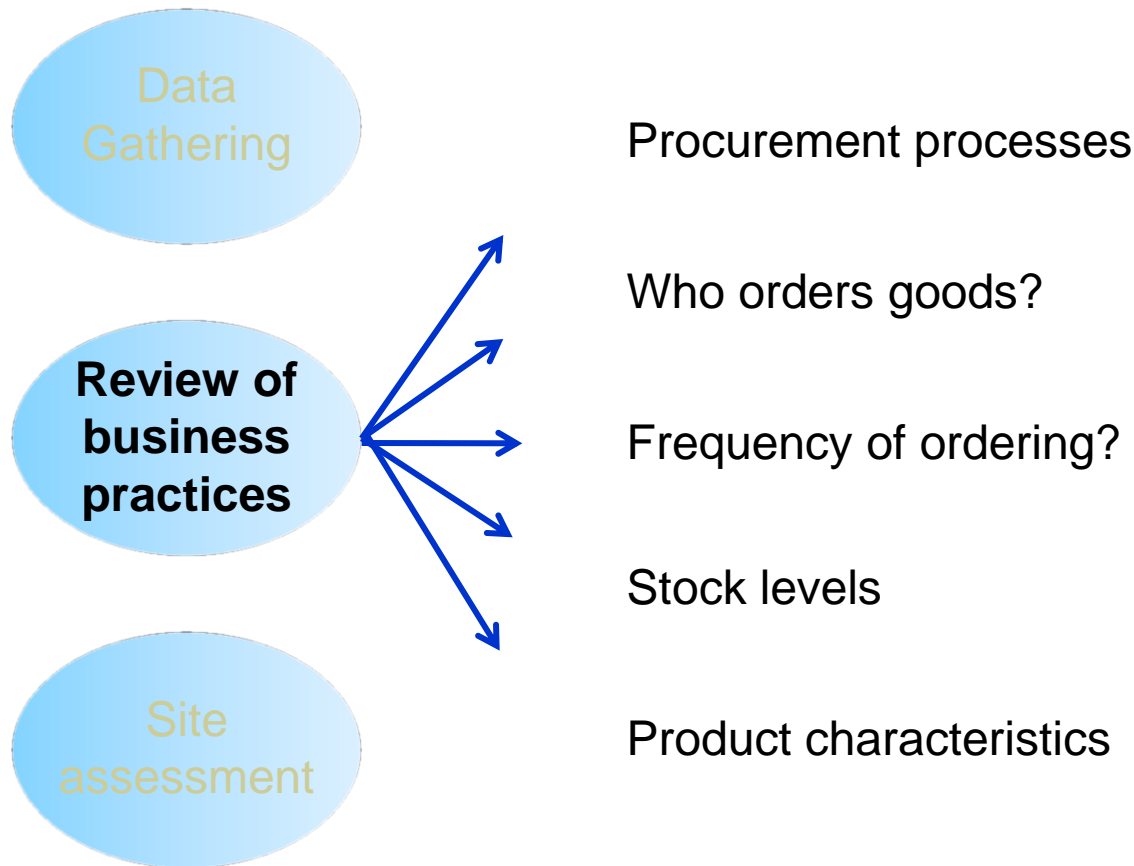
Review of  
business  
practices

Site  
assessment

**Deliveries by type**



# What is a DSP?





# What is a DSP?

Data  
Gathering

Review of  
business  
practices

Site  
assessment

Where do vehicles stop to unload?





# Some action plan elements

Promote the use of low or no emission vehicles/modes: Electric or hybrid vehicles: James McNaughton	Waste management: Eversheds
Wider collaboration: Holborn BID	Cooperative working with building tenants and your neighbours: Natural History & Science Museums
Promote the use of legal loading locations: Pret a Manger	Establish a centralised ordering system: University of Westminster
Reduce delivery, servicing and collection frequencies: London Borough of Hackney	Reduce or consolidate the number of suppliers : Emirates Stadium
The Borough reviewed the management of cash collections from its offices. Collections from low cash flow offices were	Implement a delivery booking system: James McNaughton
Inform suppliers of the delivery location: Network Rail, London Bridge station	Move deliveries outside of peak, or normal working, hours: Almo
Network Rail manages delivery activity and uses a map to promote its delivery vehicle access points to tenants and their suppliers at the London Bridge Station.	The offices of Almo have moved £40,000 worth of orders to one of their suppliers that deliver outside of peak hours, resulting in reduced on site and local congestion.
	,

# Benefits to Organisation/Building

## Reduce cost

- Eliminate unnecessary journeys

## Improved operational efficiency

- On time, predictable delivery
- Staff productivity

## Being a good neighbour

- Fewer vehicles / more appropriate activity resulting in:
- Less noise and intrusion
- Improved safety

## Contributing to CSR programmes

# Practical Workshop

## ➤ 2 case studies

- Objective – produce a DSP action plan for your building
  - » Consider/points to address
    - Site assessment
    - Business practices
    - Who is involved
    - Likely issues
- Feedback 2 key points from your action plan

# A Business View of DSPs



LRS

**Managing freight effectively:**  
Delivery and Servicing Plans



MAYOR OF LONDON

Transport for London



# The Business Benefits of DSPs

Hugh Smith  
Principal Consultant



Rethink



Research



Resolve

# Pilot project

- Contacted 671 organisations across 15 sectors within London
- Engaged with 450 organisations – 76 agreed to collect DSP data
- Full data sets obtained for 56 organisations
- Pilot DSP projects initiated in 30 of these





# The process

- Initial meeting to define scope
- Baseline data collection
- Analysis of data
- Identification of areas of opportunity
- Development of action plans
- Pilot implementation
- Assessment of results
- Sharing best practice/case studies





LRS

# Targeted benefits



## Cost & efficiency improvements

- suppliers, contracts etc

## Environmental

- emissions, noise, congestion

## Safety

- in and around the premises

## Corporate image

- CSR, Environmental policy/statements, accreditation

# Benefits achieved - freight

- Reduced deliveries
- Scheduled deliveries
- Reduced servicing visits
- Reduced congestion
- Consolidation centres





# Benefits achieved - commercial

- Consolidation centres
- Reduced supplier base
- Collaborative procurement
- Accreditation
- Self-awareness



# Success factors

- High level commitment
- Needs champion but also involvement of procurement, accounts, facilities management and transport
- Go beyond the easy wins – think strategically
- Integrate into the management process



LRS

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Rethink



Research



Resolve



# Feedback Session

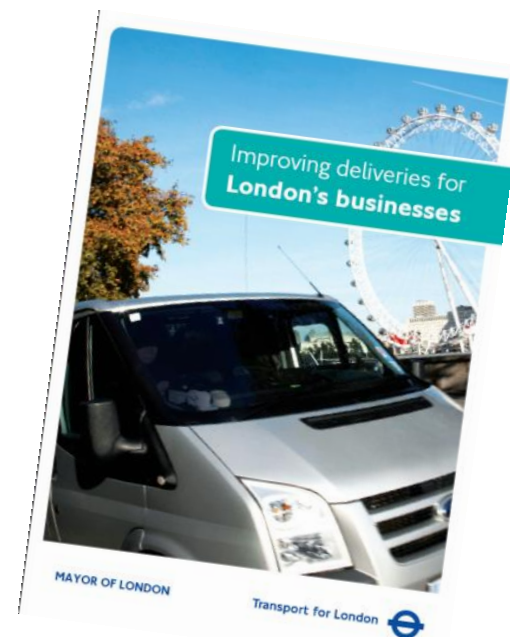
From each group 2 most important observations

# TfL's Approach to Business Engagement

**Each business/organisation is different**

- Different priorities
- Different organisational structure
- Different receptiveness
- Different level of resources
- Different business practices

**One size solution does not fit.**



# Evidence from the DSP Pilot project

	No.	% to next stage
Organisations contacted	671	
Organisations initially responded	561	84%
Number engaged with more information	450	80%
Number agreeing to start data collection	76	17%
Data collection completed	56	12%
Organisations proceeding to pilot	30	6.7%

# TfL's Approach to DSP Engagement

## Compulsory

- New developments & planning process

## Voluntary

- Direct engagement with businesses - 1-2-1 approach (organisations that are of interest to TfL)
- Promoting self help –provision of tools & materials
- Business Groups/organisations - NHS
- Upskilling individual trade/ specialisms in partnership with trade bodies
- Integrating the concept within Environmental schemes

A blue-toned illustration of a warehouse interior with a grid floor, a forklift, and a truck.

# Challenges with the voluntary approach

*Few businesses and organisations actively manage their supply chains, unless that supply chain is a key component of that particular business or organisation's activity*

Who manages deliveries in an office based organisation?

# Challenges with the voluntary approach

*Few businesses and organisations actively manage their supply chains, unless that supply chain is a key component of that particular business or organisation's activity*

**Identifying receptive business/organisations**

**Identifying the right person**

**Selling the concept**

- Resources necessary and available
- Not critical
- Awareness
- Promoting the benefits



# Thank you

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