

Client Reference

Metropolitan Municipality Fleet Management Service

Client Background

A Metropolitan Municipality in Southern Africa is involved in Fleet Management and Maintenance in one of its divisions. The vision of this support service is to provide **functionally** aligned vehicle and plant Fleet Services that **empower internal clients** to deliver a **competitive and cost effective** service by adopting a **market oriented approach**, making it the **Fleet Service Provider of choice**. The Fleet Management Service is solely responsible for planning and maintaining all of its Division's vehicles (1000+) by monitoring accumulated mileages, hours of operation and condition assessments of the fleet. Tactical and non tactical work orders are then generated via the SAP system. Business improvement goals are to maintain fleet availability, improve support to operational requirements, increase client satisfaction and reduce duration of work orders in SAP .

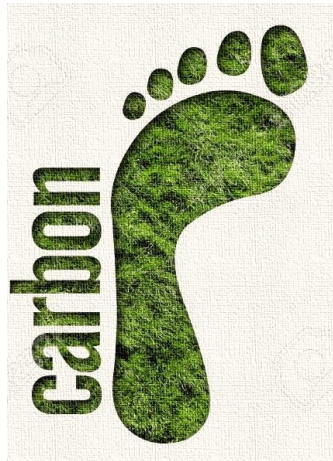
"The Pragma Asset Care Centre integrated successfully with the business within Fleet Management. It facilitated numerous business improvements while gaining buy-in from employees, which resulted in effective transferring of skills and the affected employees taking ownership of their respective business processes.

This allows the ACC team and management to focus on and develop identified areas of improvement, while the current maturity level and standards are maintained."

Fleet Department Head

Key Challenges

- Rising fuel consumption for the fleet.
- Fuel costs are increasing annually.
- No mechanism of identifying the sources of high fuel consumption.
- No monitoring of fuel consumption against benchmarks per vehicle type.
- Relatively high emissions / carbon footprint per vehicle.



Performance Improvement

- Average fuel consumption rate reduced in 2 years from **12.8l/100km (2017) to 11.7l/100km (2019)**.
- Carbon footprint improved by **8.6%**.
- Sustained schedule attainment at **98%** and above.
- A saving of more than **75 000l** in 2019 because of reduction in consumption rate.
- In monetary value, the fuel consumption rate saving is more than **R1 million**.
- All vehicles consumption rate within tolerances and all outliers are investigated for remedial action.

Achieved Accreditation

- ISO 39001
- ISO 9001
- ISO 14001
- OHSAS 18001
- Pragma Asset Management Silver Award

Pragma Intervention

The Pragma Asset Care Centre team worked on the following interventions to optimise fuel consumption for the fleet:

- Created tools to summarise driver behaviour reports and fuel consumption.
- Bi-annual fuel consumption audits for the whole fleet.
- Establishment of the industry benchmarks for fuel consumption per vehicle type.
- Work planning and control to ensure all services are done within OEM recommended timeframes.
- Ensuring high schedule attainment through effective planning.
- Ensuring that statutory smoke tests are done annually for all diesel vehicles.

Tools and Technology

- SAP R/3: Plant Maintenance
- SAP R/3: Fuel Transactions
- MS Excel
- RAMM
- Ecometria Emissions Factors

