

Client Reference

Local Government | Municipality Fleet Management Service

Client Background

The client is a metropolitan municipality in Southern Africa with a Fleet Management and Maintenance support division. Their vision 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 division is solely responsible for planning and maintaining all the 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: Maintain fleet availability, improve support to operational requirements, increase client satisfaction and reduce the duration of work orders in SAP.

"The ACC integrated successfully with the business within Fleet Management. It facilitated business improvement and gained 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, whilst the current maturity level and standards are maintained." Fleet Department Head

Pragma Intervention

The Pragma Asset Care Centre team worked on the following interventions to optimise the Work Planning and Control business process:

- Transferred engine and hydraulic hour usage readings from a spreadsheet to SAP counters.
- Uploaded the past 12 months' historical counter readings.
- Scheduled maintenance plans for 137 trucks using the last service date for both engine and hydraulic hours.
- Added maintenance items on SAP for the hydraulic and engine hours of the trucks for which this data wasn't loaded.
- Ongoing monthly interventions for deadline monitoring.

Key Challenges

- The SAP system is not fully utilised.
- Service interventions for engine hours and hydraulic hours are manually created on SAP.
- Monthly checks of services due (137 trucks) are done manually on a spreadsheet.
- Trucks could be serviced late as the manual system doesn't have a wide window for planning and is prone to human error.
- The team creates maintenance notifications manually.
- There is no usage history on the SAP system of trucks' engine and hydraulic hours.



Performance Improvement

- What took 18 hours previously is now completed in one hour every month and the time saved is utilised for other productive tasks.
- Saved 218 work hours of manual interventions annually.
- Saved labour costs of R160 000.00.
- Eliminated delays and human error in planning which previously resulted in late servicing.
- Populated counters with usage readings' history are now available on SAP.
- Eliminated manual checks for interventions scheduled to take place.
- Eliminated manual creation of notifications which were taking up to four minutes per truck.
- Eliminated time taken updating the Excel spreadsheet whenever a service was completed.

Achieved Accreditation

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

Tools and Technology

- SAP R/3: Plant Maintenance
- MS Excel

