Deploying professional Fleet Managers in Emergencies

Day 1, 14.30 – 15.30 & 16.00 – 17.15

Moderator: Bas Janssen

- In March 2018 Fleet Forum conducted a survey to get insights in the need for fleet management services during emergencies.

- This survey is available for Fleet Forum members.

- Excerpts from this survey:
  - There is a need for professional fleet management services in emergencies;
  - Training of fleet managers and drivers is regarded as most needed;
  - Using drivers that are not trained happens often and exposes organisations to risks;

- Linked to this: speedy availability of fleet experts during emergencies is another challenge that needs a institutionalised approach

Organisations seeking to professionalise their fleet operations know how critical it is to employ high-performance fleet managers. Yet statistics show that emergency operations managed by poorly skilled fleet managers suffer from programme delivery delays, overspend on fleet costs and poor insight into fleet performance.

Beside expertise, _availability & fast mobilisation of fleet experts during emergencies_ needs a professional approach to solve.

In the coming hour we will discuss the conditions that are needed to create an Emergency Fleet Managers roster/pool.

The outcome of the session will be used to develop a project proposal.

Questions where we are seeking your input:

- How do we attract fleet managers to work in emergencies?

- What kind of collaboration mechanisms can we put in place in and outside the sector?

- What needs to change in our own organisations to make a fleet management roster/pool possible?

Question: How do we attract fleet managers to work in emergencies?

- What are the 'mandatory' hygiene factors/conditions to attract 'senior experts' in fleet management?

- What succession & talent management mechanisms within organisations need to be in place to assure a constant flow and constant presence (availability) of these resources

Question: What kind of collaboration mechanisms can we put in place in and outside the sector?

- What format/set up is needed to assure that a/any collaboration remains active/agile ('ready for action' within x hours) also when in suspended (not emergency) mode?

- What are the 'must have' elements/items in this format?

NB collaboration can be between any partners and sector (f.e. corporate & humanitarian) Do not limit yourselves; it should be a generally applicable mechanism/format

Question: What needs to change in our own organisations to make a fleet management roster/pool possible?

- How can we get to a 'formal process driven approach' for preparedness?

- Within your span of control and role: what concrete next steps need to be taken?

    NB consider cultural, procedural, organisational, human resources, etc. items

- What 'tone from the top' is needed and how can we get senior management to support the above?

- Set up:
  - 10 minutes intro (BJ)
  - thereafter 6 groups, 6 flip charts, on each bullit 2 groups are working simultaneously.
  - Rotating after respectively 15-10-10 minutes,
  - 15 minute feedback plenary per flip chart by having the "one group of three" look at the other group of three flip charts and ask them what eye-openers they see that they had not thought of in their respective group.

  - Deafening applause and standing ovation for facilitator (10 minutes too late back in plenairy room)