Questions & Answers | Report Overload
Webinar March 4, 2020

Q. What are the key takeaways from this webinar?

1. Do not schedule more than 5 reports
2. Get the data quality up to par
3. Manage the exceptions
4. Make an appointment with yourself to review the data
5. Download your reports in Excel
6. Take action in time
7. Recognise the positive exceptions
8. Ask your supplier for guidance

Q. You mentioned certain Excel functionalities. Where can I learn more about these?
A: You can learn more about Excel functionalities at the following links:
- Data validation (https://support.office.com/en-us/article/more-on-data-validation-f38dee73-9900-4ca6-9301-8a5f6e1f0c4c)
- Conditional formatting (https://support.office.com/en-us/article/use-conditional-formatting-to-highlight-information-fed60dfe-1d3f-4e13-9ecb-f1951ff89d7f)

Q. Data managers are sometimes required to assist fleet manager?
We do recognise a small, but growing number of organisations are looking at appointing a dedicated Data Analyst / Data Manager in their central fleet units. In certain cases, we are also advising organisations to do so when they are rolling out new fleet management operating models.

Regardless of this trend, Fleet Forum strongly advocates for the Fleet Manager of today to have data analysis skills. This is no longer a nice to have, but a key requirement to deliver results for your organisation. As such, we encourage all fleet managers to reflect on their skillset and consider investing in professional development opportunities in this area.

Q. What’s fake entries?
Fake entries refers to values that are simply impossible. For example, it is not possible for a vehicle to be operating more than 24 hours per day. During the webinar, we talked about the importance of spotting errors in our data and correcting these. Without correcting these, the data will not lead to meaningful analysis.
Q. If we are getting inaccurate data, (we have two vehicle giving wrong data). To whom shall I contact for correction?
This question is likely in relation to your vehicle tracking devices. If you are getting inaccurate readings, we advise you to contact your service provider. In most cases, your device may require calibration and occasionally, it could be due to a technical fault in the device. Your service provider is in the best position to guide you.

Q. Would you have some template of a generic fleet report?
A: At the start of the webinar, we encouraged fleet managers to ask themselves i) what are they trying to improve and ii) what information do they need to make such improvements. We don’t have a generic fleet management system report.

However, for those who are using spreadsheets to manage your fleet, we suggest you look at https://knowledge.fleetforum.org/knowledge-base/article/fleet-monthly-report

This Fleet Management Data report aims to support organisations to capture data in a structural way and get insight in their fleets' performance. The tool aims to aid humanitarian agencies to make informed decisions in the area of cost efficiency, effectiveness and safety.

Q. How to find a good provider?
A: Most organisations who are unhappy with their provider will tell you they don’t get enough value for money from their system. This boils down to having clear defined needs and objectives before acquiring a system. There is a wide range of both technology and providers. With a clear definition of current and future needs, the selection of the most cost-effective infrastructure as well as optimal usage are more likely.

Once you have a good understanding of your needs, use procurement mechanisms (for example a Request for Information) to understand what is available in the market.

You can learn more about preparing a tender at this link: https://knowledge.fleetforum.org/knowledge-base/article/webinar-video-how-to-prepare-a-tender

Q. How to measure the service of our provider?
A: Your service metrics, as much as possible should be related to your needs. Often organisations tend to include the following metrics in their Service Level Agreements with service providers (who offer tracking, a fleet management system or a combination of both):
- % of time that system / service is available
- % of devices offline (due to technical issues)
- Average duration of downtime of tracking device or fleet management system
- Average first response time to a complaint
- Average handle time of a complaint
- Rate at which service provider introduces new features / developments
- Average number of (system) security threats
Q. Where can I find the link to the other webinars?
A. https://knowledge.fleetforum.org/knowledge-base/articles/webinars

Q. Where can I find the agenda for the upcoming webinars?
A. https://www.fleetforum.org/webinars-2020