



# 87 Questions a Consultant Asks to Optimize Your Fleet

AssetWORKS

Continual growth in any organization must begin with an analysis of the status quo. Many fleets work with industry consultants to help streamline their operations and illustrate areas that need improvement.

While a consultant provides valuable information and an outside point of view, a self-assessment is a cost-free way to get started. The following are questions that a consultant may ask to help understand your fleet's current state of affairs. By asking these questions on your own, you can begin to optimize what is currently working and prioritize what needs to be fixed.

**This White Paper will:**

- Give you a list of questions you can ask of your own organization to help improve your fleet management practices
- Provide you with an idea of how a fleet consultant will look at your organization to help you streamline your operation

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## Organizational Structure

### The Perfect Rubik's Cube

1. Are your fleet services part of the overall governmental organization?
2. Is your fleet centralized or decentralized?
3. Do you routinely benchmark all your services?
4. Do you have reportable annual goals as an organization and individually?
5. Do you have a fleet manager's tool kit – business plan, service level agreements, standards of maintenance, policies & procedures, vision/mission/goals/values statement?
6. Does your organization have performance measures – are they reportable?

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## Customer Service and Relations

### Right or wrong – they are your customers

7. Do you have an effective customer service and relations program that includes:
  - Two way **communication**
  - **Transparency** – advisory boards
  - **Formal** service level agreements
  - **Strong** customer liaison program



# Financial Management

## Show me the money

- 8. Are your fleet services a “freebie” or direct charge to customers and/or both?
- 9. Does process follow cost or cost follow process?
- 10. Do you know your “true cost” of fleet services?  
Do you know your fully-burdened shop rate?
- 11. Are you considering cost or value when you make decisions?
- 12. Do you have competitive rates and charges?
- 13. Can you explain your rates and charges?
- 14. Do you have hidden cost savings?
- 15. Is your rate model a perfect “KISS” (Keep It Simple Stupid) or an advanced calculus formula?
- 16. Are your rates well-advertised, both internally and externally?

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# Asset Management

## Who is in the driver’s seat?

- 17. Do you have an (enforceable) vehicle utilization policy?
- 18. Does the fleet department have an active role in vehicle assignments and use?
- 19. Who controls the size of your fleet?
- 20. Do you have a green fleet plan?
- 21. Are the vehicles you are buying really necessary?
- 22. To GPS or not-to-GPS?
- 23. Who monitors and reports take home vehicles?



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# People Management

## The most valuable resource

- 24. Are you staffed for routine workload or the worst day of your life?
- 25. Do you have performance standards and performance plans for all employees? Do they include productivity expectations?
- 26. Do you have a training plan for all staff?
- 27. Do you have recruiting and retention plans?
- 28. How do you handle discipline?
- 29. Is ethics training mandatory in your organization?
- 30. Do you have an employee recognition program?
- 31. How do you interact and stay “connected” with your employees?
- 32. Are your staff assignments holistic in nature?
- 33. Do you have a (good) safety and loss prevention program?

## Parts Management

### Parts don't always equal a whole

- 34. Who supplies your parts?
  - 35. How long does your inventory sit on the shelf? What is your inventory value?
  - 36. What quality level of parts do you purchase?
  - 37. How long do your technicians wait for parts?
  - 38. Who is the most expensive parts runner in your organization and are they the ones running parts?
  - 39. Are you considering just-in-time processes?
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## Pool Vehicle Management

### Limo service or rent-a-wreck

- 46. Should you be in the pool vehicle business?
  - 47. Who should supply supplemental transportation?
  - 48. What are your pool vehicle needs?
  - 49. How do you control your pool vehicle check in and check out?
  - 50. Is your pool vehicle fleet automated?
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## Fuel Management

### Today's price – arm, leg, first born

- 40. What is your source of fuel?
- 41. Do you manage fuel consumption?  
Do your customers assist?
- 42. Do you know your true cost of fuel?
- 43. Are your fuel islands automated?
- 44. Are regulations getting the best of you?
- 45. Can you distribute fuel internally and externally?

## Vehicle Acquisition

### It's not all about low bid

- 51. Do you have a fully funded, multi-year vehicle replacement program?
- 52. Is your normal vehicle replacement an integral part of your green fleet program?
- 53. Do you manage vehicle acquisition or does it manage you?
- 54. Do you have a vehicle replacement schedule, criteria and evaluation plan? Does it include customer input?
- 55. What types of vehicles do you acquire?
- 56. Do you standardize your fleet vehicles?
- 57. Do you rely on turnkey or in house outfitting of new vehicles?
- 58. What are your purchase practices?
- 59. Is the purchasing department your friend or foe?
- 60. What do you do when cash isn't king?

# Information Technology

## A little data goes a long way

- 61. Do you have good fleet information or is it garbage in/garbage out?
  - 62. How do you capture fleet information – are your systems integrated?
  - 63. Who uses your fleet data?
  - 64. Do you make fleet information available to your customers?
  - 65. Is your IT part of your emergency planning?
  - 66. What about social media?
  - 67. Do your technicians have internet/wireless access on the shop floor?
  - 68. Is your fleet information system the “system of record” for your fleet?
  - 69. Can you function without IT?
  - 70. Who supports your IT infrastructure?
  - 71. Is your latest and greatest really the latest and greatest?
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# Accident/Damage Management

## Things that go bump in the night

- 72. Do you have a system and protocol(s) for reporting accidents, damage and abuse?
- 73. Are your drivers accountable for accidents and damage? Is there an accident review committee?
- 74. Who funds accident and damage repairs?
- 75. Who provides accident administration?
- 76. Can technology (GPS, cameras) reduce accidents?



# Facilities Management

## Love it or list it

- 77. Do your facilities and equipment match your needs and workload?
- 78. Are your facilities clean, organized, and safe? Do they represent the image of your organization?
- 79. Are your facilities fully utilized?
- 80. Are you a facilities manager?
- 81. Are your facilities ready for the big one?

# Emergency Planning

## Not if, but when

- 82. Are you ready for the big one?
- 83. Do you have an emergency plan?
- 84. Is your “holistic” fleet plan an integral part of your emergency plan?
- 85. Is your staff ready for an emergency?
- 86. Are you ready for an emergency?
- 87. Pre-plan, pre-plan, pre-plan

While some questions have a right or wrong answer, most do not and are meant to stimulate self-reflection. There are many ways to run an efficient and effective fleet department. The best fleets are those that leverage their current resources to maximize their workload and customer service. It takes a combination of hands-on work, technology, information and inspiration to truly optimize your fleet operation.

AssetWorks offers the only fully integrated fleet, fuel, motor pool and GPS system on the market. Our products are designed to run on a single database, which can improve the accuracy of your data coming into the system as well as how that data is used. This can save you time and money.

More than 500 fleets, ranging in size from 500 units to hundreds of thousands, use AssetWorks Fleet Management Software Solutions to manage all maintenance requirements of their vehicles and assets. We help fleet managers and technicians manage their day-to-day operations more efficiently and economically while providing insight into trends and analyses to improve long-term planning. FleetFocus provides robust cradle-to-grave functionality for virtually every facet of fleet management.

**For more information on how AssetWorks solutions can help improve your fleet management, [click here](#).**

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