

SPONSOR MEETING MINUTES

Date:	07/12/2015
Time:	1530hrs
Venue:	SIS GSR2.6
Attendees:	Foong Pui Shuen Claudia, Eva Tan Guan Hua, Goh Yi Xuan, Karen Lim, Vu Hoang Minh
Absentees:	Nguyen Luong Thanh Minh
Agenda:	1. Gathering findings from logistics SMEs (Toll) to aid in rescoping of functionalities

No.	Task	Follow Up(Person-In-Charge)	Deadline
1.	<p>Confirmation of problem statement: Manual generation of performance metrics in the form of a report which takes about 1-2hours. Excel used to calculate the metrics causes human errors.</p> <p>Generation of reports are done whenever there is an incoming of job offers, which means daily for this Toll's company.</p> <p>Background process: Metrics are used internally. However, bigger clients can potentially request company for performance metrics(DFR)</p> <ol style="list-style-type: none"> 1. Delivery is done via containers 2. Destinations are fixed. (E.g it will always be from pt A to pt B) 3. Specific time slots for deliveries, similar to those from Singpost 4. Problem with temporary drivers not turning up for job assignment 5. Drivers are assigned to their vehicles 6. Vehicle breakdown rate(not as often under normal circumstances) <p>Metrics for Operations:</p> <ul style="list-style-type: none"> • Trips per driver per month • Internal drivers' performance • Drivers' performance for a certain job for a period of time 		

2.	Customer satisfaction: Punctual deliveries Metrics used by Customer to evaluate performance: Delivery fulfilment and lead time		
3.	User is keener to know about internal driver performance and lead time. Do an algorithm to calculate driver's performance. (E.g mark those drivers who are late)		
4.	Things that affect user's DFR: Season of the year(valentine's), type of goods, driver's profile, vehicle's age, time of day etc. A set of routes and whether or not there's traffic congestion.		
5.	User suggests that forecasting will help in internal planning of job assignments. User wants to maximize driver's delivery capacity. For instance, what is the maximum no. of jobs each driver can actually take up?		
6.	User also thinks that showing data on regions that have more traffic jams is useful		
7.	Priority concern: Delivery fulfilment rate Minority concern: Performance of vehicles		
8.	Cost breakdown 1. Repair Maintenance 2. Insurance 3. Vehicle Parking coupons 4. Fuel cost 5. Driver's pay		

Vetted by: Eva

Follow up: To be circulated amongst team