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IMPROVING COMPLIANCE WITH MCGILL

introduction

I.J. McGill Transport Ltd was founded in 1979 by Ian McGill and it is still today, thirty years on, a family run business. Based in Keynsham, Bristol the company is a leading transport and haulage business handling warehousing, storage and distribution, transport and freight logistics for an international customer base. They also handle pallet distribution in the South West of England for the Palletline Network offering next day pallet collection and delivery from any collection point in the UK to any distribution point in the UK. McGill employ around one hundred people and operate a fleet of over forty vehicles ranging from 3.5 to 44 tonnes.

The McGill management are committed to investing in training and believe that not only will the staff be more motivated if a company is prepared to invest in them, but there are likely to be fewer accidents. In 2009 they invited Van Hee to devise a specialist comprehensive training programme for their drivers and warehouse staff, with an emphasis on understanding current legislation, drivers hours and the overall benefits to the company of compliance.

I.J.McGILL Transport Ltd

programme objectives

- improve compliance record overall by eliminating infringements
- improve fuel efficiency and reduce the cost of running the fleet
- create a better understanding of digital tachograph
- develop a respect for the drivers hours requirements
- foster teamwork through building trust between colleagues
- improve Traffic Office operations by improving planning of journeys

special challenges

- McGill runs some vehicles on a 24-hour back-to-back shift system
- busy import/export freight business required minimum or no downtime
- apprehension of drivers about paperwork and classroom work as opposed to solely assessing driver ability and experience

people involved

- 35 drivers
- 7 Traffic Office staff at Supervisor Level

NVQ driver assessment

The NVQ qualification is all about assessment of key driving skills and how well the operative does their job. The Van Hee Assessor went out with the drivers (including the early and late shifts) over one complete shift, thereby not interrupting their existing work schedule.

They stressed the importance of a daily "Driver Walk Around Check" and they assessed the driver's driving knowledge and observed their general ability, identifying where the driver needed further guidance. Then after a sufficient period to address any issues, the assessor joined the driver for a second full shift and final assessment.

The Van Hee Project Team devised a specialist training programme which required some stand alone classroom work concentrating on digital Tachograph and drivers hours, as well as the 'on-the-job' guidance.

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Overall, the programme covered subjects like:

- pre-shift checks covering roadworthiness of their vehicle "Daily Walk Around Checks"
- employment rules and responsibilities
- health and safety
- reduced fuel consumption - Safe and Fuel Efficient Driving
- route planning
- current legislation
- time planning and drivers hours
- use of tachograph

driver outcomes

Thirty drivers completed national tests and achieved national transferable certificates.

- 35 drivers gained NVQ Level 2 - Driving Ability

Traffic Office outcomes

This programme was customised for the McGill mix of business and included:

- overall planning
- time management
- route planning
- staff management
- back up logistics
- 7 people gained a Warehouse NVQ Level 2

costs

Van Hee arranged the whole programme to be on a fully funded basis with no costs for McGill.

timescale

12 months.



benefits to client

"The training programme means that all our drivers are now working to the same level of competence giving us greater flexibility in our journey planning process. Also, all the drivers have a greater understanding and awareness of the digital tachograph and the importance of working within the permitted driver hours. In turn, our better compliance record has had the result of giving us a reduction in insurance premiums for the company."

Phil Saunders
Director, I.J. McGill Transport Ltd.

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