

## **Customer & Client Assignment Profile**

### **1. East Midlands Council - April 2008 - October 2008**

A strategic Fleet Management project role; for a relative new unitary Council which had a poor CPA assessment and been under control of ODPM.

- Re-introduce Fleet Management principals
- Culture change role
- Draft up Fleet Management procedures & process
- Develop Fleet reporting and meaningful KPI's

### **2. Specialist RCV Body Manufactory - December 2007 – June 2008**

Consultancy project with one of the UK's principal Refuse Collection Vehicle body manufacturer's, by designing and drawing up operational procedures for a new product with the launch customer.

- Unique new product in RCV market
- Design of operational procedures for new product
- Launch customer support

### **3. Thames Water - May 2007 – November 2007**

Interim Fleet Manager functions, of the largest Water Utility in the UK to cover absence. Principal task was to restart the Fleet Procurement programme after the Company was bought by new owners. Key points of this assignment include: -

- Total Fleet size of 2700 plus vehicles
- Fleet made up of circa 1500 LCV's, 1200 cars & 50 HGV's.
- Budget of £9.45M
- OJEU procurement exercise of £14.7M
- Restart Fleet procurement programme

### **4. Oldham Metropolitan Borough Council - March 2006 – March 2007**

This was a one year contract as the "Interim Operations Manager" for the Waste Management Group, of Oldham Council. This role was to cover absence and secondly to assist the organisation through some changes. Key roles and success are as follows: -

- Man management of heavily unionised workforce
- Successfully dealt with industrial action in week 1 of assignment
- Reorganised front line Operation office
- Re-established continuity (100%) of Service Deliver by week 8 of assignment.
- Service deliver record of 97% since week 8 on front line activities
- Management of over 100 staff deployed on 28 scheduled rounds
- Changed of cultural to 100 % service deliver orientation.

## **5. Bridgnorth District Council - January 2006 – March 2006**

Fulfilled role of “Interim Transport Manager” brought in to deal with serious compliance and Budget over-spend issue. Key roles and success include the following: -

- Successful dealt with a one week TC deadline.
- Ensured full compliance with Operator Licence conditions.
- Advised on training plan for future Transport Manager who is now operating successfully in post.
- Reviewed Fleet and vehicle workshop operations.
- Instituted a change of culture regarding compliance with Depot Health & Safety issues
- Changed method of procurement for specialised HGV (RCV's), thereby reducing budget overspend on vehicle rental from £80K to £25K