

## Course Name: Fleet & Vehicle Operation Management

### ABOUT THE COURSE

<b>TOTAL DURATION:</b>	45HRS
<b>MODE OF DELIVERY</b>	PHYSICAL CLASSROOM TRAINING AT RESPECTIVE COLLEGES
<b>TRAINER TO STUDENT RATIO:</b>	1:50
<b>TOTAL MARKS:</b>	75

<b>TABLE 1</b>	
<b>OVERALL COURSE OBJECTIVE:</b>	The individual is responsible for the overall functioning of the transport hub, people performance, processes and systems efficiency to ensure goods are received and dispatched appropriately and productivity targets are met. S/he monitors information flows in the hub and develops performance improvement plan.
<b>LEARNING OUTCOME:</b>	<ul style="list-style-type: none"><li>● Analyse activities scheduled and corresponding resources allocated</li><li>● Assess compliance to regulatory requirements</li><li>● Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc.</li><li>● Analyse operational and business performance to undertake improvement initiatives</li><li>● Manage business profitably by analysing profit and loss and undertaking operations improvement initiatives.</li><li>● Manage multimodal operation activities in coordination with various stakeholders</li><li>● Direct hub and spoke activities to ensure streamlined operations</li><li>● Comply to workplace integrity, ethical and regulatory practices.</li><li>● Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.</li><li>● Inspect invoices for correct application of GST.</li></ul>

### TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME

<b>SL. NO</b>	<b>MODULE NAME</b>	<b>MODULE CONTENT</b>	<b>MODULE LEARNING OUTCOME</b>	<b>DURATI ON (HRS)</b>
1	Introduction to Land Transportati on Manager	Introduction	<ul style="list-style-type: none"> <li>• Classify the components of supply chain and logistics sector</li> <li>• List down the various sub-sectors and the opportunities in them</li> <li>• Illustrate the activities in land transportation, warehouse, port yard, land, ship and air transportation</li> <li>• Identify the job roles in land transportation</li> <li>• Perform your job role as land transport manager and its interface with other job roles Discuss the documentation requirements for goods transport</li> </ul>	3 hrs
2	Conduct daily review and facilitate operations	Daily review and process control	<ul style="list-style-type: none"> <li>• Analyse the previous day's performance to chart the plan of action</li> <li>• Approve resource allocation post inspection of pending activities for the day</li> <li>• Resolve interdepartmental queries and issues</li> <li>• Assess optimal utilisation of all available resources</li> <li>• Identify training and development needs</li> </ul>	5 hrs

			<ul style="list-style-type: none"> <li>• Create a cohesive working environment between clients and organisation</li> <li>• Analyse business performance trends and forecasts</li> <li>• Prepare budgets for various operations</li> <li>• Review compliance to relevant state/ country and international laws and regulations</li> <li>• Plan corrective and preventive actions to improve outcome of business activities</li> <li>• Assess compliance to hazardous goods handling standards</li> </ul>	
3	Business development and stakeholder relations	Business development and stakeholder relations	<ul style="list-style-type: none"> <li>• Identify target population to be approached for business development</li> <li>• Assess prospective clients</li> <li>• Identify client requirements</li> <li>• Offer customised or bundled solutions based on sales pitch</li> <li>• Demonstrate effective oral and written business communication</li> <li>• Prepare costing sheets for service delivery</li> <li>• Use ERP for updating client data</li> <li>• Estimate when to upsell and cross-sell services to existing clients</li> <li>• Prepare service level agreements</li> </ul>	5 hrs

			<ul style="list-style-type: none"> <li>• Schedule resources as per operational requirement</li> </ul>	
4	Review performance and develop performance improvement plan	Performance management system	<ul style="list-style-type: none"> <li>• Prepare performance measurement metrics according to activities assigned.</li> <li>• Perform root cause analysis for non-performing areas</li> <li>• Develop corrective and preventive actions to avoid recurrence</li> <li>• Design performance improvement plan according to employee</li> <li>• Communicate performance improvement plan</li> <li>• Define KPIs as per organisational metrics and expectations</li> <li>• Examine employee grievances and undertake corrective actions</li> </ul>	5 hrs
5	Profit and loss account management and cost accounting	Profit and loss account management and cost accounting	<ul style="list-style-type: none"> <li>• Prepare profit &amp; loss (P&amp;L) analysis sheet.</li> <li>• Perform budgeting and monitoring process</li> <li>• Analyse variance between budget and actual expenditure</li> </ul>	5 hrs

			<ul style="list-style-type: none"> <li>• Evaluate budgetary compliance</li> <li>• Compare budget with actual physical output</li> <li>• Plan budget amendments</li> <li>• Demonstrate risk management procedures</li> <li>• Prepare Activity Based Costing (ABC)</li> <li>• Perform audit to identify reasons for deviation from costing</li> <li>• Implement improvement activities to rationalize cost.</li> </ul>	
6	Multimodal operations	Multimodal operations management	<ul style="list-style-type: none"> <li>• Assess the multimodal transport requirements for the cargo type</li> <li>• Analyse the air, ocean, inland waterway, rail and road routes possible to transport the cargo</li> <li>• Plan the sequential multimodal route to be taken based on delivery, timeline and cost considerations</li> <li>• Check availability and cost effectiveness of transporters to undertake the movement</li> <li>• Plan resource allocation for various activities</li> </ul>	7 hrs

			<ul style="list-style-type: none"> <li>• Review compliance of activities to timelines, budget and other transportation metrics</li> <li>• Evaluate business and P&amp;L performance to undertake improvement initiatives</li> </ul>	
7	Manage hub and spoke operations	Hub and spoke operations management	<ul style="list-style-type: none"> <li>• Analyse daily work plan for execution of hub activities {sorting/ packing/ labelling/ aggregating/ break-bulk/ container loading (Less than Container Load (LCL)/ Full Container Load (FCL))/ forwarding}</li> <li>• Approve resource allocation based on work plan</li> <li>• Discuss dispute resolution procedure with vendors, shippers and other stakeholders</li> <li>• Inspect documentation for correctness</li> <li>• Review insurance documentation for compliance to requirements</li> <li>• Analyse daily reports to undertaken preventive and corrective action</li> </ul>	5 hrs
8	Maintain and monitor integrity and ethics in operations	Guidelines on integrity and ethics	<ul style="list-style-type: none"> <li>• Illustrate the importance of integrity and how ethics needs to be followed.</li> </ul>	4 hrs

			<ul style="list-style-type: none"> <li>● Practice the principles of integrity and ethics</li> <li>● Follow the various regulatory requirements related to logistics industry</li> <li>● Perform data and information security practices</li> <li>● Identify corrupt practices</li> <li>● Comply to regulatory requirements</li> <li>● Practice code of conduct and etiquettes</li> <li>● Demonstrate what are the integrity and ethic violations.</li> <li>● Document all integrity and ethics violations</li> <li>● Report deviation as per the escalation matrix</li> </ul>	
9	Follow and monitor health, safety and security	Compliance to health, safety and security norms	<ul style="list-style-type: none"> <li>● Illustrate the importance of integrity and how ethics needs to be followed.</li> <li>● Practice the principles of integrity and ethics</li> <li>● Follow the various regulatory requirements related to logistics industry</li> <li>● Perform data and information security practices</li> <li>● Identify corrupt practices</li> <li>● Comply to regulatory requirements</li> </ul>	3 hrs

			<ul style="list-style-type: none"> <li>• Practice code of conduct and etiquettes</li> <li>• Demonstrate what are the integrity and ethic violations.</li> <li>• Document all integrity and ethics violations</li> <li>• Report deviation as per the escalation matrix</li> </ul>	
10	Verify and review GST application	Verify and review GST application	<ul style="list-style-type: none"> <li>• Prepare invoice and practice GST application.</li> <li>• Demonstrate applying and reversing GST and the rules, regulation involved.</li> <li>• Inspect to identify faults in a document with GST computation</li> <li>• Practice GST documents approval process</li> <li>• Examine for pending litigation from previous regime</li> <li>• Review monthly returns for compliance to regulations Examine correctness of tax payment records and acknowledgements received.</li> </ul>	3 hrs



<b>TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USECASES</b>		
<b>LEARNING OUTCOME</b>	<b>ASSESSMENT CRITERIA</b>	<b>USECASES</b>
<p>Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).</p>	<p>LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.</p> <p><b><u>Assessment policy of LSC</u></b></p> <ol style="list-style-type: none"> <li>1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.</li> <li>2) Qualification and experience have to be set for the assessors.</li> <li>3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.</li> <li>4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.</li> <li>5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.</li> <li>6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.</li> <li>7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner</li> <li>8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC</li> <li>9) Assessment tools should be designed to test both practical skills and theoretical knowledge.</li> <li>10) Parameters for</li> </ol>	<p>Case Study 1 - Optimization of Last-Mile Delivery A logistics company wants to optimize its last-mile delivery operations using a fleet of vehicles. Given the varying delivery locations, traffic patterns, and time constraints, how would you design an efficient routing strategy to minimize delivery time and operational costs while ensuring customer satisfaction and on-time deliveries.</p> <p>Case study 2 – Fleet Maintenance and Cost Optimization An organization operates a diverse fleet of vehicles for logistics and transportation. Develop a case for the most cost-effective and efficient fleet maintenance strategy. Consider factors such as preventive maintenance schedules, predictive maintenance technologies, vehicle downtime, and cost implications while ensuring fleet reliability and longevity.</p>

	<p>assessing student’s abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training. 11) Expected standards of performance for each competency should be clearly defined and Student’s performance assessed against these standards.</p> <p>12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple choice questions, yes/no or True / False types based on blue print.</p> <p>13) Questions framed as per blueprint and without ambiguity by SMEs.</p> <p>14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.</p> <p>15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party</p>	

<b>Table 4 - Final Projects</b>	
<b>1</b>	Regulatory Compliance Documentation: Task students with researching and compiling documentation related to regulatory requirements governing fleet management. This documentation could include permits, licenses, and industry standards.
<b>2</b>	Vehicle Routing Strategy Documentation: Assign students to develop detailed documentation outlining effective vehicle routing strategies. This documentation should cover optimization techniques, software usage, and case studies.

<b>3</b>	Driver Safety Handbook: Students can collaborate to create a driver safety handbook detailing safety protocols, defensive driving techniques, and emergency procedures for drivers operating fleet vehicles.
<b>4</b>	Technology Integration Guide: Assign students to compile a guidebook showcasing various technologies useful for fleet operations. This documentation could include GPS tracking systems, telematics, and fleet management software.
<b>5</b>	Digital Transformation Proposal: Task students with developing proposals for implementing digital technologies to enhance fleet operations. This proposal should outline technological requirements, benefits, and implementation strategies.

<b>TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)</b>				
<b>ASSESSMENT CRITERIA</b>	<b>DESCRIBE THE CRITERIA OF THE BELOW CATEGORY PERFORMANCE</b>			<b>TOTAL MARKS</b>
	<b>FAIR</b>	<b>GOOD</b>	<b>EXCELLENT</b>	
THEORY	>10	>15	>20	20
PRACTICAL	>25	>30	>35	40
VIVA	<5	<10	<15	15