

# Golden Arrow Bus Services RTMS Journey

1 March 2018



# RTMS Benefits



# RTMS Benefits

- Systems / Processes ~ Performance



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- Systems / Processes ~ Performance
- RTMS Accreditation = Required Systems / Processes



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[Government, Financial Institutions, Public]



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- RTMS Accreditation = Recognition  
[Government, Financial Institutions, Public]
  
- RTMS Accreditation = The Right Thing To Do  
[with benefits]



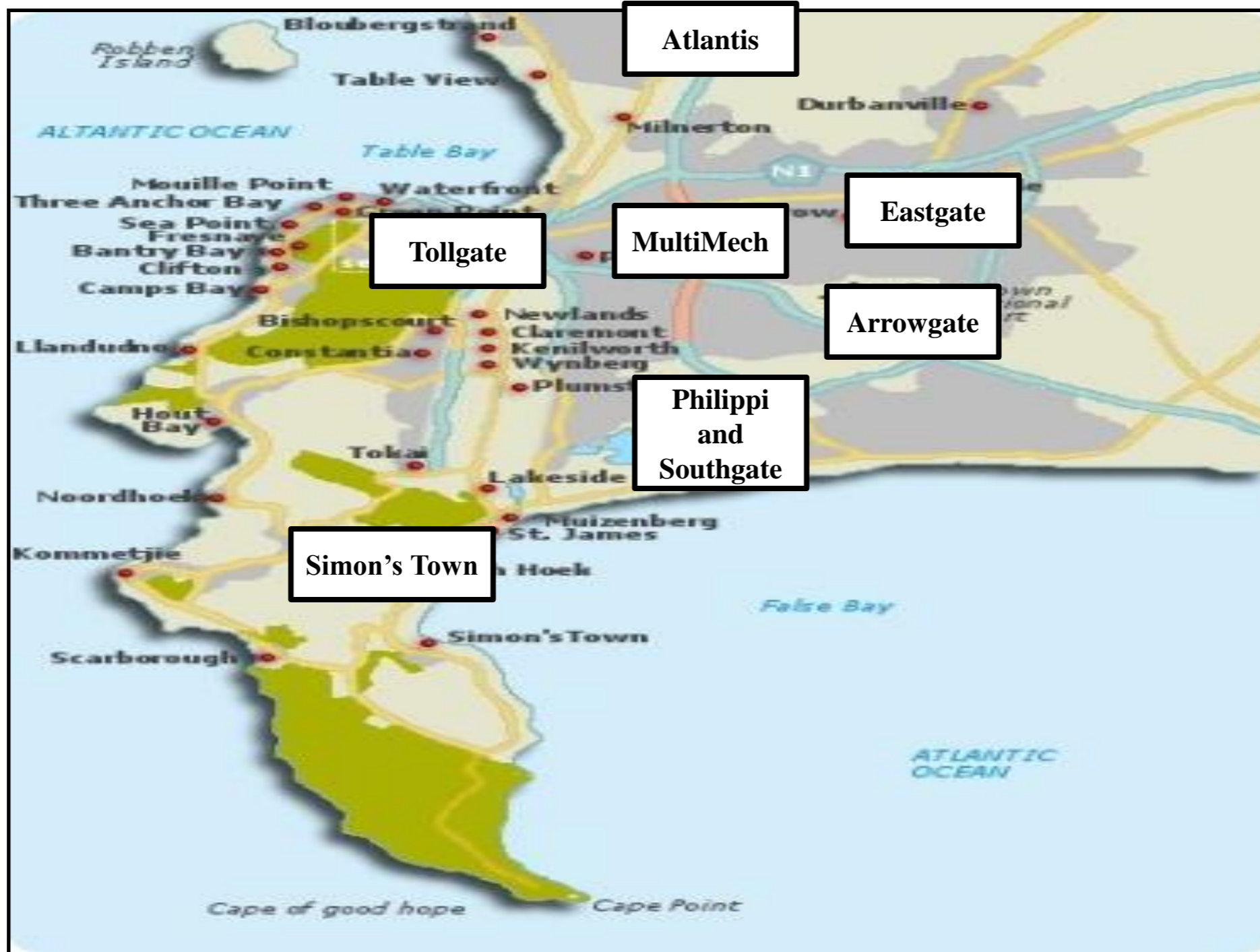
# Golden Arrow Bus Services

- ± 2 500 Employees





# Golden Arrow Depots



# Golden Arrow Bus Services

*“You can only manage what you can measure”*

W.E. Demming

- Important Success Pillars
  - Vehicles
  - Employees
  - Passenger Experience → Combination of Above



# Pillar 1

- Vehicles



# Maintenance Overview

- “In-Sourced” Maintenance
- Operational Depots
  - Safety Checks @ 2 000km Intervals
  - 6 Monthly CRW
  - Services @ 20 000km Intervals
  - General Maintenance
- Central Workshops - Epping
  - Unit Overhaul and Major Maintenance



# Maintenance Overview

- Maintenance Accreditations
  - MAN, Volvo B7R, Voith Transmissions
- Quality Accreditations
  - RTMS
  - ISO 9001/9014/9018
    - TBRT → 2014
    - MultiMech → July 2015



# Maintenance Overview

- Electronic Job Card System
  - Paperless
  - Real Time Link to Maintenance System
  - Breakdown / Unit History
  - Employee Productivity
- Automated Daily e-Mails`
  - Overdue Checks
  - Overdue Services
  - Overdue Licences / CRW Certificates



# Pillar 2

- Drivers



# Driver Wellness

- Driver Training Facility → ±260 per year
- Valid PRDP → automated e-mail reminder
- Random Alcohol Testing
- On Site Sister
- On Site Social Worker
- Periodic Refresher Training
- Pat on the Back Programme
- DriveCam Cameras in Buses doing 98% of GABS Km
- Driver of the Year Competition





# Pillar 3

- Passengers



# Passenger Experience

- Duties Standing [Engineering / Driver]
- Duties Leaving Late
- Accidents
- Breakdowns
- Complaints
  
- Score = KPI's vs. Total Duties
- Score = 97+%

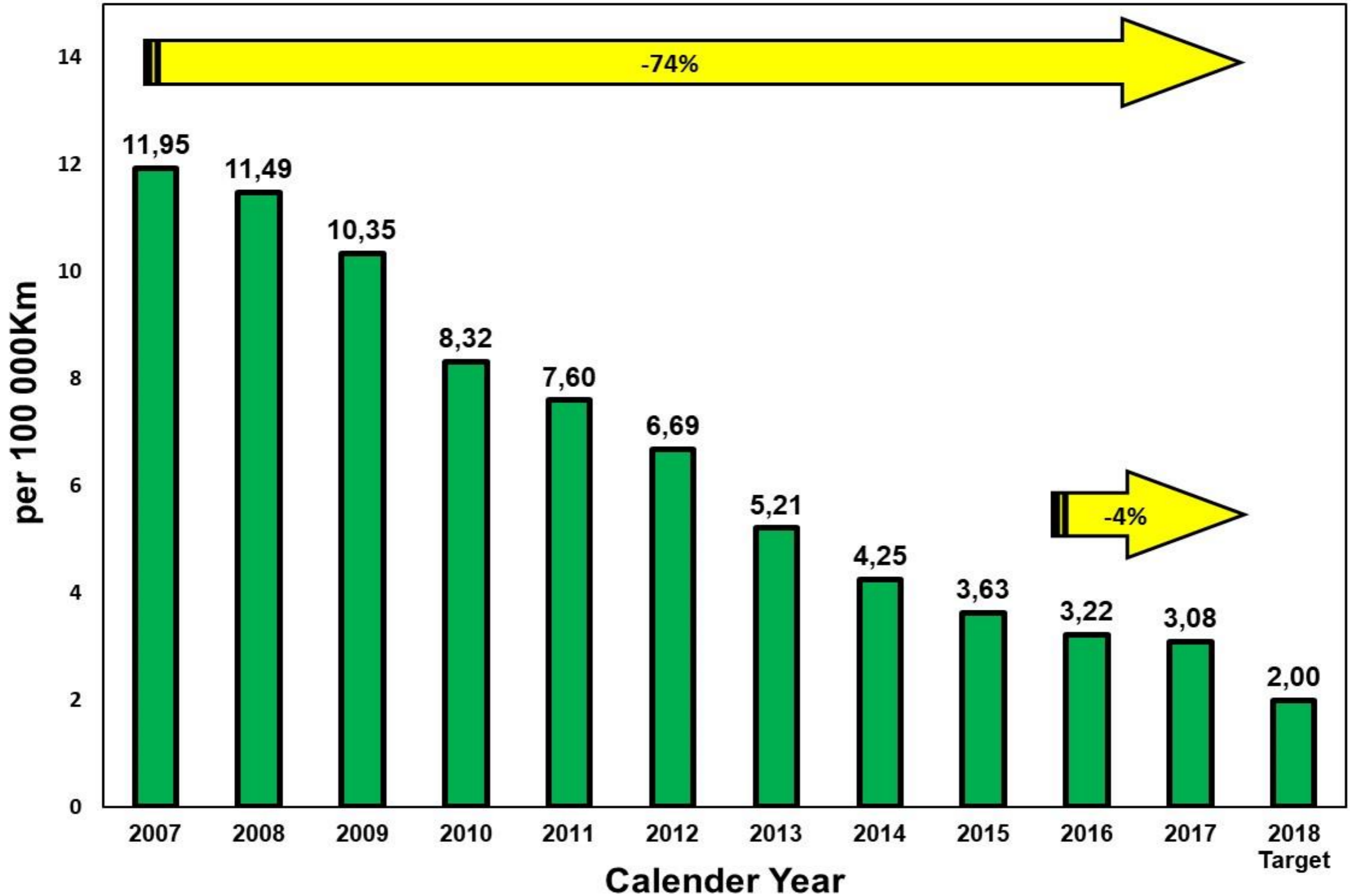


# Progress

- Systems and Processes
  - Foundation for a Structured Approach
  - Foundation for Continuous Improvement
- Best Example of Our Maintenance Progress
  - Breakdowns



# Breakdowns



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[Government, Financial Institutions, Public]
  
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[with benefits]





Golden Arrow Bus Services



RTMS Accreditation is The Right Thing To Do

[With Serious Benefits!]

Questions?

