Golden Arrow Bus Services
RTMS Journey
1 March 2018
RTMS Benefits

- Systems / Processes ~ Performance
RTMS Benefits

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- RTMS Accreditation = Required Systems / Processes
RTMS Benefits

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

• Systems / Processes ~ Performance
• RTMS Accreditation = Required Systems / Processes
• RTMS Accreditation = Required Implementation
• RTMS Accreditation = Recognition
  [Government, Financial Institutions, Public]
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• RTMS Accreditation = Required Systems / Processes
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  [Government, Financial Institutions, Public]
• RTMS Accreditation = The Right Thing To Do
  [with benefits]
Golden Arrow Bus Services

• ± 2 500 Employees
Golden Arrow Bus Services

“You can only manage what you can measure”

W.E. Demming

• Important Success Pillars
  • Vehicles
  • Employees
  • Passenger Experience $\rightarrow$ 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 \(\rightarrow\) ±260 per year
• Valid PRDP \(\rightarrow\) 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
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  [with benefits]
RTMS Accreditation is The Right Thing To Do

[With Serious Benefits!]

Questions?