

Golden Arrow Bus Services RTMS Journey

20 February 2019



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 = The Right Thing To Do
[with benefits]

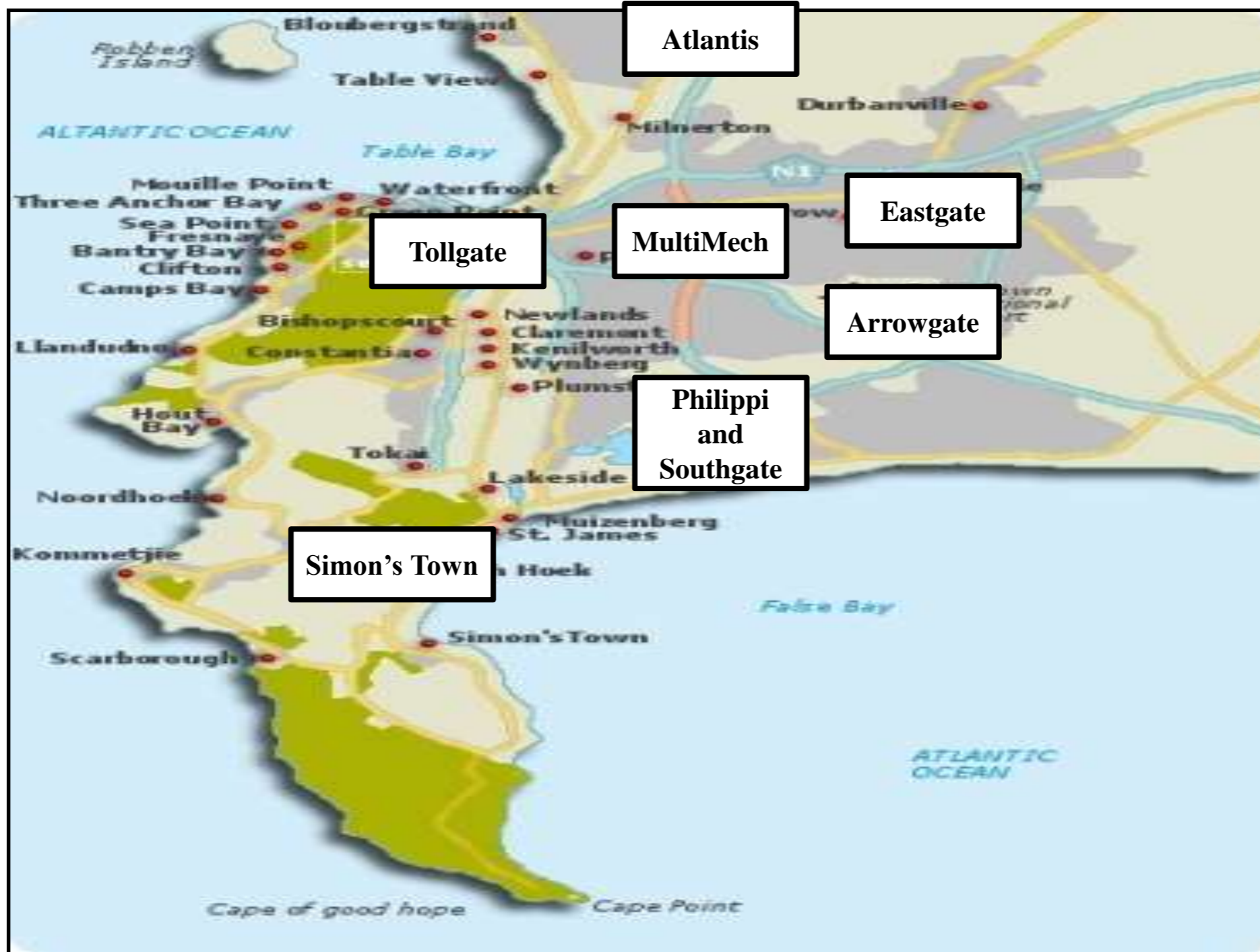


Golden Arrow Bus Services

- ± 3 000 Employees
- ± 1 300 Buses



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



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+%

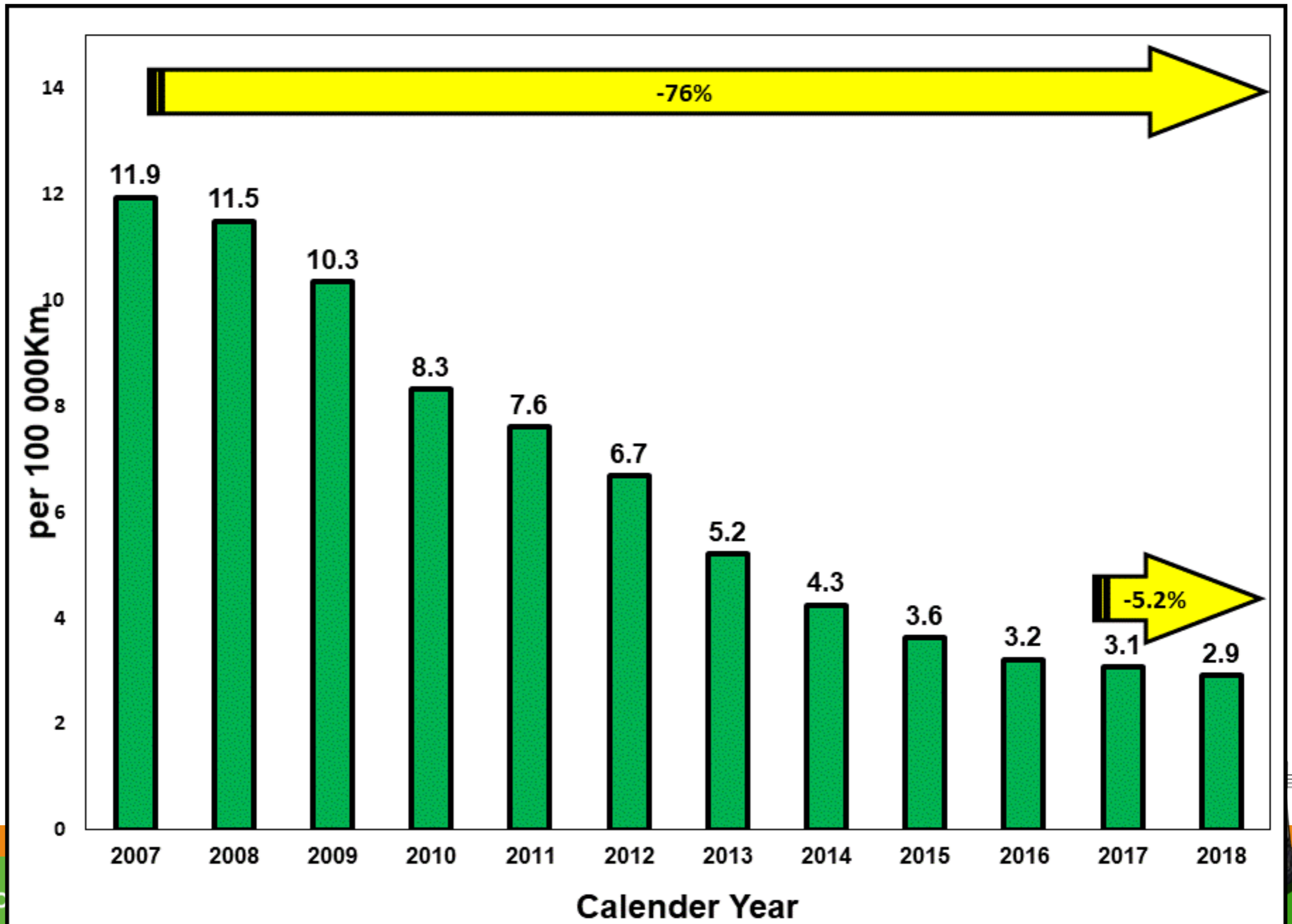


Progress

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



Breakdowns



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Golden Arrow bus Services



RTMS Accreditation is The Right Thing To Do

[With Serious Benefits!]

Questions?

