

# SABOA

## Golden Arrow Bus Services RTMS Journey

### 9 March 2016



# Golden Arrow Bus Services

- ± 3 000 Employees
- 1 147 Peak Buses



**36 Peak Buses**



**1 000 Peak Buses**



**62 Peak Buses**



**49 Peak Buses**



# Golden Arrow Depots



# Golden Arrow Bus Services

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

W.E. Demming

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



# Golden Arrow Bus Services

- Processes and Systems Required to Manage / Optimise “Success Pillars”
- Continuous Improvement of Existing Systems / Processes
- Introduction of New Systems / Processes
- Focus on Improving Passenger Experience



# Pillar 1

- Vehicles



# Maintenance Overview

- “In-Sourced” Maintenance
- Depots
  - Safety Checks @ 1 500km Intervals [Mech, Elec, Body, Tyre]
  - 6 Monthly CRW
  - Services @ 20 000km Intervals
  - General Maintenance
- Central Workshops - MultiMech
  - 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
    - Depots → 2016





# Maintenance Overview

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



# Pillar 2

- Drivers



# Driver Wellness

- Driver Training Facility → ±300 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
- Drive Cam Cameras in Buses doing 93% of GABS Km



# Pillar 3

- Passengers



# Passenger Experience

- Duties Standing [Engineering / Driver]
- Duties Leaving Late
- Accidents
- Breakdowns
- Complaints
  
- Score = KPI's vs. Total Duties
- Score = 96.1% for 2014
- Score = 97.1% for 2015

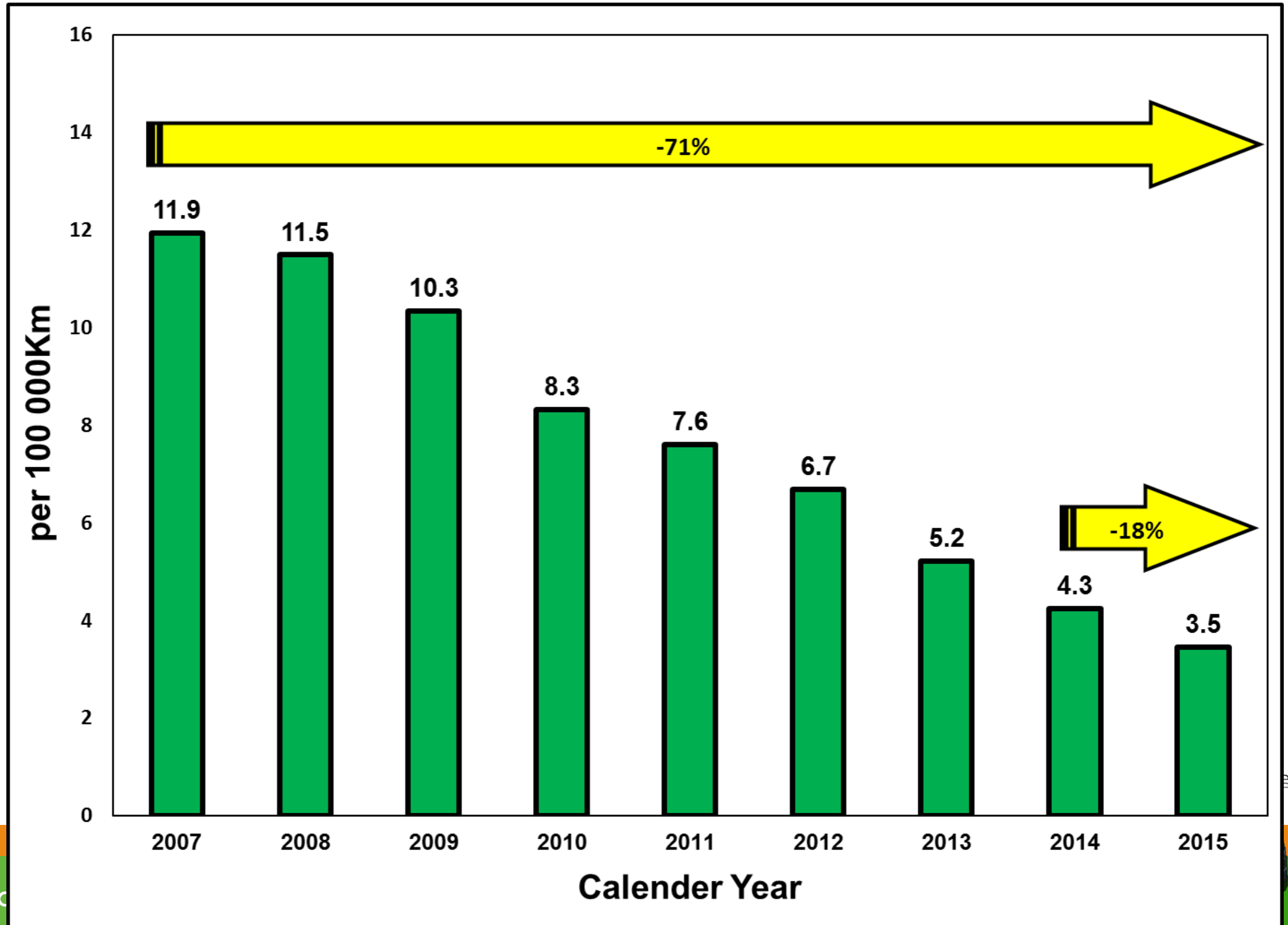


# Examples of Progress

- Systems and Processes
  - Foundation for a Structured Approach
  - Foundation for Continuous Improvement
- Two Examples of Our Maintenance Progress
  - Breakdowns
  - CRW Quality

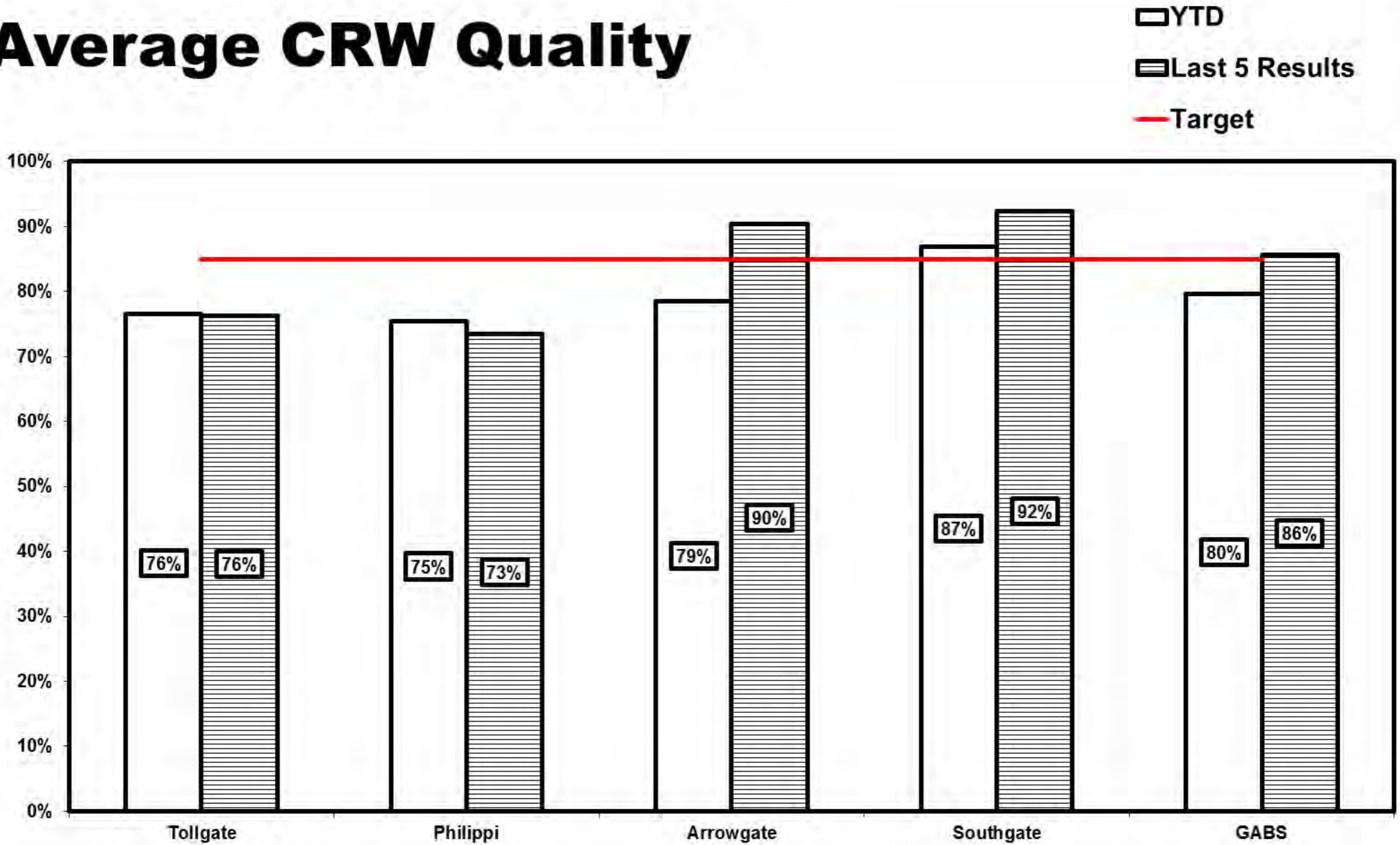


# Breakdowns



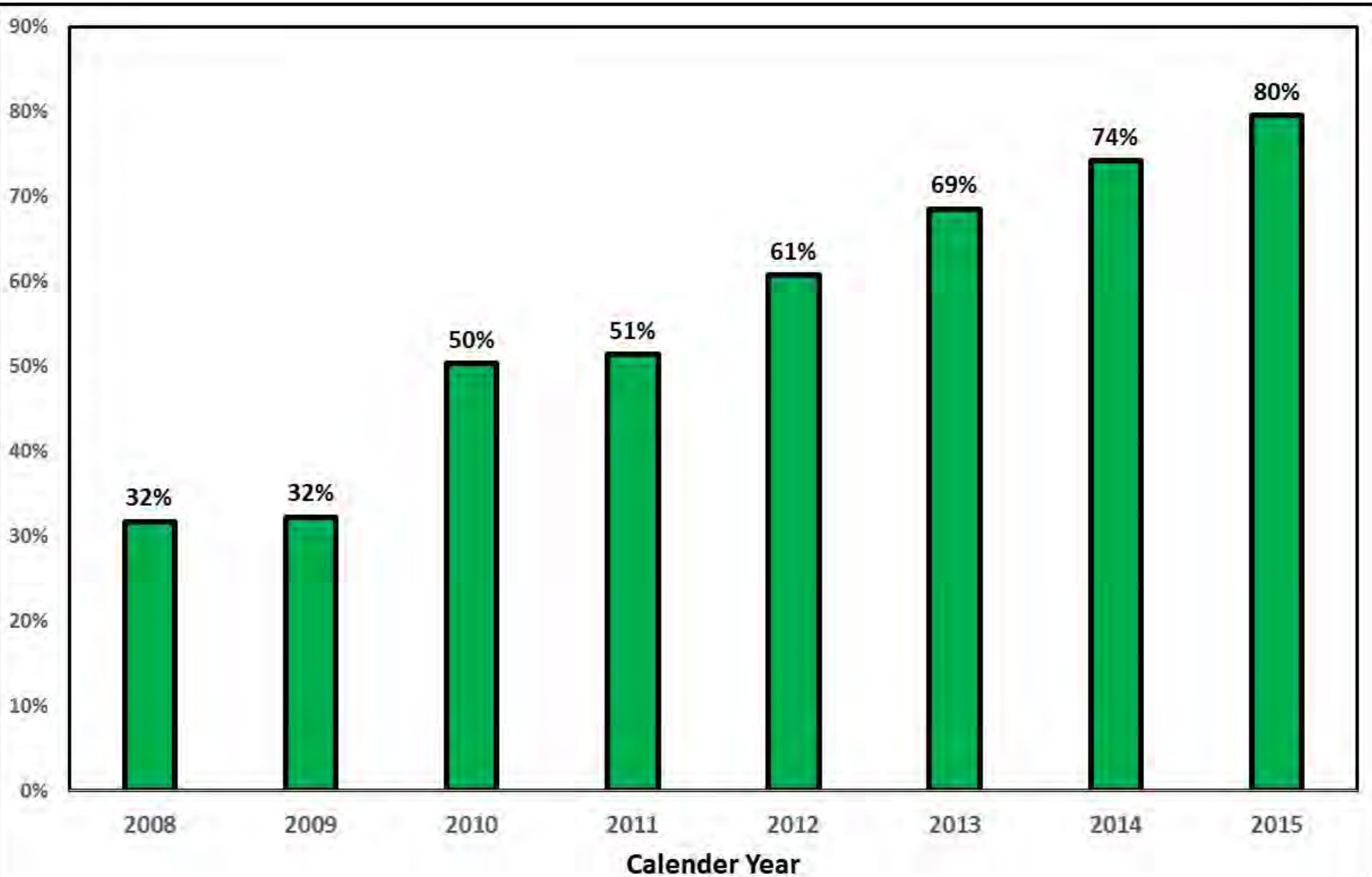
# CRW Quality

## Average CRW Quality





# CRW Quality



# RTMS Benefits



# RTMS Benefits

- Systems / Processes ~ Performance



# RTMS Benefits

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



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[Government, Financial Institutions, Public]



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



# RTMS Audit Quotes

*“The assessment could not find any major process deficiencies with respect to the 10 elements of the RTMS standard*

Oliver Naidoo

Golden Arrow RTMS Audit





# RTMS Audit Quotes

*“The assessment could not find any major process deficiencies with respect to the 10 elements of the RTMS standard*

Oliver Naidoo

Golden Arrow RTMS Audit

*“How do you manage a fleet without our systems or similar systems?”*

Karin de Jongh

Golden Arrow Legal Advisor





Golden Arrow Bus Services



RTMS Accreditation is The Right Thing To Do

[With Serious Benefits!]

Questions?

