

10 common fleet management mistakes



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1 Relying on spreadsheets and multiple data sets to manage vehicles & drivers

Numerous spreadsheets, multiple suppliers, different departmental systems and several operators managing in their own way equals a poorly managed fleet.

Consequences...

- ✘ Missed key dates including MOT, PMI and road tax.
- ✘ Risk of lost data caused by multiple users updating spreadsheets at the same time.
- ✘ Records for drivers and vehicles stored in different systems and formats.
- ✘ Time wasted by team members searching for data across a variety of sources.



Find out how these consequences could affect your business with our free online course. Includes 34 short videos giving 2 hours of vital knowledge and a free, fully-editable 'driving for work' policy template.

Go to www.fleetconfidencechallenge.co.uk to get started.

How FleetCheck can help...

- ✓ FleetCheck's software is web-based and accessible from anywhere, anytime with unlimited users and flexible permission levels.
- ✓ Designed to replace inefficient spreadsheets, FleetCheck removes the need for repeated input and multiple data sets. The software operates as a data platform, integrating with internal and external information, and bringing it into one place giving a comprehensive view of fleet activity.
- ✓ FleetCheck provides unlimited storage for documents including MOT certificates, insurance policies, invoices, accident records, images, check sheets.
- ✓ Scanned and uploaded files can be linked to the driver and/or vehicle records, allowing companies to benefit from a search function, ensuring documents are instantly accessible and easy to locate.

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2 Failing to comply with duty of care requirements

Without having robust processes in place to manage a safe and legal fleet, it's impossible to manage the health and safety of staff, drivers and road users.

Consequences...

- ✘ Exposure to prosecution if a company is found to be in breach of its obligations.
- ✘ Increased level of risk caused by failure to keep a tight rein on vehicle and driver safety.
- ✘ Negative culture filtering from the 'top-down', perpetuating a lack of care and ultimately compromising driver safety.
- ✘ Over-spending on areas that could be controlled more effectively (e.g. vehicle maintenance, insurance, fuel).

How FleetCheck can help...

- ✓ FleetCheck aligns seamlessly with industry best practice, including FORS and Logistics UK's Van Excellence scheme.
- ✓ Gives fleet managers confidence they are meeting legal requirements.
- ✓ FleetCheck offers expert advice in key areas such as licence checking, tracking, company policies and driver training.



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3 Drivers failing to carry out regular vehicle safety checks

Fed up with chasing the paperwork associated with vehicle inspections or driving between multiple sites to ensure checks are being done properly?

Consequences...

- ✘ Vehicles on the road with defects, or worst still, illegal.
- ✘ Vehicle safety checks not getting done.
- ✘ Manual processes causing inefficiencies.
- ✘ Wasted time spent chasing safety inspection paperwork.

How FleetCheck can help...

- ✓ Streamline your vehicle inspection process with FleetCheck's Mobile App and alleviate the errors associated with paper inspection.
- ✓ Our app enables drivers to submit safety checks removing manual processes and improving efficiency. It makes it easy to schedule, carry out, confirm and follow up all forms of inspection.
- ✓ Complies with the DVSA safety guide.



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4 No defect management system in place

This results from most commonly one (or a combination) of three things:

(a) lack of understanding of the requirements, (b) a lack of systems and processes to support the requirements, or (c) a lack of time/commitment applied to managing any requirements.

Consequences...

- ✘ Exposure to duty of care and other legal compliance failings.
- ✘ Risk of overlooking defects that could lead to serious mechanical issues; compromising driver safety and incurring avoidable costs.
- ✘ Increased vehicle downtime.

How FleetCheck can help...

- ✓ Management of the whole defect cycle, from submission to rectification.
- ✓ Driver app to electronically submit defects from pre-use vehicle checks.



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5 No way of identifying high-risk drivers

Do you have the tools or data in place to build a complete picture of your drivers' risk exposure? Often a company will partially manage this area; they may simply check licences and fines, or keep track of expenditure, or just concentrate on drivers' hours and/or jobs completed as a means of assessing a driver's risk. Unless all elements are combined and properly analysed, it is impossible to identify those drivers who are presenting your company with a level of risk that you need to be concerned about.

Consequences...

- ✘ High-risk drivers inevitably cost your company more than they should in fuel and maintenance.
- ✘ Failing to spot high-risk drivers, and solve the problems they pose, will increase the risk of accidents, damage to vehicles, injury and worse.
- ✘ Unnecessarily high insurance premiums.
- ✘ Negative company image and reputational risk.

How FleetCheck can help...

- ✓ Record all driver incidents (collisions, damage, complaints, speeding, Penalty Charge Notices) against each driver.
- ✓ Identify high risk drivers and those with a higher-than-average incident rate.
- ✓ Reduce risk of high-risk drivers by effective record keeping of training, toolbox talks and be confident you can demonstrate you've taken reasonable practicable steps to reduce risk by your staff and drivers.



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6 No robust audit trail of vehicle and driver activity

Businesses are responsible for legal compliance, and for having robust policies in place to mitigate risk. To do this, an appropriate audit trail must exist to demonstrate the vehicle and drivers are safe, compliant and correctly managed.

Consequences...

- ✘ Falling short of legal obligations.
- ✘ Increasing the likelihood of accidents.
- ✘ Fines and prosecution.
- ✘ Damage to reputation.

How FleetCheck can help...

- ✓ FleetCheck's software is designed to make audit trail creation a completely natural, hassle-free process.
- ✓ The software will automatically build a history of everything that occurs on your fleet, including documentation renewal, vehicle/driver assignments, incidents and accidents.
- ✓ Gives companies complete confidence that all actions are recorded, and easily accessible.



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7 A lack of appropriate management information

System incapability, or shortage of data captured from the outset, can impede a company's ability to analyse costs and fleet activity, and therefore to ensure fleet economy and compliance. It is also common for fleet managers to be overwhelmed with endless reports and statistics, leading to information overload.

Consequences...

- ✘ No audit trail; a fundamental element of robust fleet management with numerous legal implications.
- ✘ Lack of ability to analyse fleet activity, usage, expenditure and productivity.
- ✘ The invisibility of avoidable costs, such as problematic vehicles and drivers, means unnecessary over-spending.
- ✘ Inefficient use of management time.



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How FleetCheck can help...

- ✓ FleetCheck has over 600 inbuilt reports with multiple formats and scheduling options.
- ✓ It records maintenance, fuel, accident and leasing costs against vehicles, drivers and groups, and you can set up automated imports of this data via the garage portal and/or CSV files.
- ✓ The DashboardPlus feature reduces risk by providing clear visibility and detailed analysis of every aspect of your fleet, allowing you to easily identify potential problems and rectify issues promptly, ensuring that you are always one step ahead.
- ✓ Good management of data is vital for gaining accreditation with schemes including FORS and Earned Recognition. FleetCheck is the chosen provider for the fleet management software used by FORS. It also supports the DVSA Earned Recognition scheme for those wishing to participate.

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8

Reactive, rather than proactive, management of driver accidents and incidents

Drivers who frequently have minor accidents and pick up speeding or parking fines are a cost to your business, both financially and to your reputation. Inadequate policies and procedures can lead to poor fleet and driver management and find companies on the wrong side of the law, not to mention disgruntled employees working for a business that is disorganised and inefficient.

Consequences...

- ✘ Lack of compliance.
- ✘ Increased cost for fleet insurance.
- ✘ Increased cost of vehicle maintenance and repairs.
- ✘ Increased vehicle downtime.
- ✘ Damage to company reputation.

How FleetCheck can help...

- ✓ Record all driver related incidents.
- ✓ Our reporting suite & dashboard allows customers to view accidents by driver, and cost. Regular scheduled reports can also include data of any penalties issued to a driver.
- ✓ Our Driver Risk Profile captures fact-based information about your drivers, assessing their exposure to risk and allowing you to implement training if required.
- ✓ Monitor vehicle maintenance and repairs costs following an incident.



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9 Not actively managing fuel consumption

Many companies simply don't have either (a) the data, (b) the tools or (c) the time to fully and regularly analyse vehicle fuel consumption. Fuel management can hold the key to significant savings as well as helping to quickly identify problematic vehicles and drivers.

Consequences...

- ✘ Over-inflated fuel bills.
- ✘ High-cost vehicles and drivers overlooked.
- ✘ Failure to notice fuel theft.

How FleetCheck can help...

- ✓ Automatically import your suppliers' fuel purchasing reports.
- ✓ Automated vehicle mileage capture gives highly accurate MPG and CO₂ analysis.
- ✓ Highlight potential fuel theft by reporting on over filling or duplicate transactions.



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10 Vehicle downtime harming service delivery

Companies may budget for the costs of downtime, but it is estimated that the yearly cost of downtime can be as much as eight times what a fleet expects. Obvious costs may include repairs needed to get the vehicle back on the road, recovery costs or even delay in delivering products to customers. Less obvious costs may be to productivity, including limitations to services, or even short-term hire costs to ensure the business can keep running.

Consequences...

- ✘ Unexpected and unplanned maintenance costs.
- ✘ Loss of profit and idle drivers.
- ✘ Damage to brand through services being unavailable.
- ✘ Additional costs for hire vehicles.



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How FleetCheck can help...

- ✓ As FleetCheck proactively reminds you when any vehicle maintenance is required, companies can ensure that they reduce unnecessary downtime and can plan effectively for vehicles being off the road.
- ✓ A 12-month maintenance planner to ensure you always have enough vehicles for the job.
- ✓ FleetCheck's 'traffic light' alerts, reports, and maintenance planner within the software enable companies to access this data in the format they prefer, giving plenty of time to forward-plan.
- ✓ Effective maintenance planning will reduce your reliance on hire vehicles.

Want to know more about your legal responsibilities?

Free online course with fully editable policy template

Our free online Fleet Confidence course has been created to help anyone with the role of looking after company vehicles and drivers.

34 short videos, totalling 2 hours of learning, covering:

- **Understanding your duty of care**
- **What employers often get wrong**
- **Your 10 most important tasks**
- **How to write your own 'Driving for Work' policy**

You can also download a course workbook and a fully-editable 'driving for Work' policy template.



Start right away at
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