

services: parcel delivery

o&i consulting helps clients to establish efficient, demand-driven sort and delivery operations, supported by optimal driver route and trunk network plans that maximise performance. Our team is expert in the disciplines of package collection, sort and delivery. Clients rely on our ability to help them to improve service and reduce cost.

Our core capabilities in this area include:

terminal operations planning and improvement

We help parcel delivery clients to increase package throughput and productivity per paid hour at their hub and sort centres. In improving the performance of the parcel facility, we enable clients to reduce or eliminate unnecessary costs. Improvements are achieved through demand-driven operations and workload planning, and the re-engineering of sort and load processes, procedures and work methods.

distribution operations planning and improvement

Through optimised route planning and more effective driver load and distribution routines, clients are able to achieve a greater number of stops per driver, reduced mileage, and cost reductions in terms of fewer driver and vehicle numbers.

Looking at the broader picture, performance can be improved networkwide, by addressing network planning and associated route, sort location and consolidation plans, and optimising the use of network capacity. The results are increased utilisation on the network and improved punctuality.

facility design

In the development of new aviation and logistics facilities, our consultants lead and support the concept and detailed design phases. We have broad experience in planning and developing the operational layouts and processes for air and ground hubs and distribution centres for cargo, parcel and logistics clients.



service overview

- Facility and operations design
 - Facility location and sizing
 - Conceptual and detailed facility layout and process design
 - End-to-end goods flow design
 - Terminal and vehicle operations design
- Network
 - Network planning inc routing, sort location and consolidation plan development
 - Capacity model development, planning and improvement
 - Consolidation strategies
- Hub and service centre operations
 - Design, improvement and implementation of processes, procedures and work methods
 - Workload, resource and equipment planning
- Collection and delivery routes
 - Route planning and optimisation
 - Fleet efficiencies
 - On-road driver productivity and efficiencies
- Programme management
 - Operations readiness and testing
 - Operations improvement

project experience: parcel delivery

Our team designs, plans and optimises parcel delivery operations; examples of our work include:

DHL

In order to achieve operations performance improvements at DHL's East Midlands hub, o&i consultants developed a suite of manpower planning tools, demonstrated and trained staff in best practice work methods, and coached supervisors and managers in planning for sort operations. DHL reduced total paid hours and achieved improved connections service performance. As a consequence, productivity improvements of up to 20% were achieved.

DPD

o&i consultants implemented a series of improvements in on-road time and use of the driver day. They included increased sort and driver productivity, improved resource planning, and reduced operating costs and driver duty time at the depot. These led to a 10% reduction in paid hours, drivers and vehicles and a consequent reduction in the depot cost per package.

UPS

Members of our team helped to achieve efficiency gains in UPS network operations. By managing consolidation and direct feeds in the network, we optimised the use of constrained hub capacity. Hub operations were further improved by introducing demand-based planning for daily, weekly, monthly and peak / off-peak operations.

In terms of network distribution, we introduced improved planning techniques for on-road operations. This included planning for vehicle type, load quality and driver routes to minimise total feed miles, reduce the number of drivers and vehicles, make best use of driver time and improve the use of available capacity.

Other parcel delivery projects have included:

- Citylink: Alternative trailer solutions to bring about cost savings in the UK operation
- DHL: Programme management of site selection for a new European hub facility; concept design of new facility
- DHL: technical, operational and implementation expertise and experience for the optimisation and standardisation of building designs, vehicle load and unload processes, and delivery and collection activities.



o&i consulting

o&i consulting's team applies operational research and industrial engineering skills and its aviation and distribution industry experience to design, plan and improve airport, airline, air cargo, parcel delivery and logistics operations.

We help clients to get the best out of their existing facilities, develop efficient new operations and create a positive customer experience.

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