

**T Level Technical Qualification in
Management and Administration
(8715-30)**

**8715-033 Employer-Set Project
Exemplar – E Grade
Summer 2023**

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Introduction

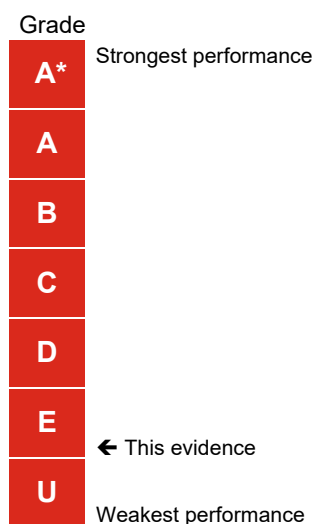
Summer 2023 Results

This document is aimed at providers and learners to help understand the standard that was required in the summer 2023 assessment series to achieve an E grade for the 8715-033 Management and Administration Employer-Set Project (ESP).

Providers and learners may wish to use it to benchmark the performance in formative assessment against this to help understand a potential grade that may be achieved if a learner was to attempt the next summative assessment series.

The Employer-Set Project is graded A* to E and Unclassified.

The exemplar evidence provided for the E grade displays the holistic standard required across the tasks to achieve the E grade boundary for the summer 2023 series. A slightly weaker performance would have resulted in an Unclassified (U) result being issued.



The Employer-Set Project brief and tasks can be downloaded from [here](#).

Important things to note:

- We discussed the approach to standard setting/maintaining with Ofqual and the other awarding organisations before awarding this year. We have agreed to take account of the newness of qualifications in how we award this year to recognise that students and teachers are less familiar with the assessments (Vocational and technical qualifications grading in 2023 – Ofqual blog), whilst also recognising the standards required for these qualifications.
- The exemplar evidence presented, as a whole, was sufficient to achieve the E grade. However, performance across the tasks may vary (i.e. some tasks completed to a higher/lower standard than an E grade).

Marking of this Employer-Set Project is by task and Assessment Objective, below is a summary of these along with the mark achieved by the evidence presented and the maximum mark available for each aspect.

Task	Assessment Objectives	Mark achieved	Max mark available
Task 1.1 Investigate the project brief	- AO1 Plan their approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief	2	6
	- AO2a Apply core knowledge	2	6
	- AO2b Apply core skills - AO4a Use of Maths skills	4	8
Task 1.2 Project Initiation Document (PID)	- AO1 Plan their approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief	2	8
	- AO2a Apply core knowledge - AO2b Apply core skills	3	9
Task 1.3 Project planning	- AO1 Plan their approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief - AO4a Use of Maths skills	4	9
	- AO2a Apply core knowledge - AO2b Apply core skills	3	8
Task 1.4 Presentation	- AO2a Apply core knowledge - AO2b Apply core skills	3	9
	- AO4b Use of Digital skills - AO4c Use of English skills	3	10

Task	Assessment Objectives	Mark achieved	Max mark available
Task 2.1 Collaborative problem solving	<ul style="list-style-type: none"> - AO1 Plan their approach to meeting the project brief - AO2a Apply core knowledge 	2	6
	<ul style="list-style-type: none"> - AO2b Apply core skills 	3	6
Task 2.2 Evaluation	<ul style="list-style-type: none"> - AO2b Apply core skills - AO5a Realise a project outcome - AO5b Review how well the outcome meets the brief 	3	15

Task 1.1 Investigate the project brief

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	1.1 Investigate the project brief
Evidence title / description	(i) Research (ii) Outcome of research (iii) Determine a solution
Date submitted by candidate	DD/MM/YY

PESTEL – Logistics Industry

PESTEL and SWOT Analysis

Truck Chief UK Ltd is a warehousing and distribution organisation located in Manchester, as a business we ensure the storage and delivery of goods around the country. We have conducted a SWOT and PESTEL analysis to aid our decisions around possible solutions that may be used to meet the organisations KPIs.

Political

Truck Chief UK Ltd must consider the political factors of the logistic service due to taxation, legislation, trade policies restriction laws custom duties, tariffs and labour laws. The government can affect the costs of a business through taxes which may be a risk to Truck Chief UK Ltd because of the Country's legislation and regulations. The government can also cause disruptions to the business because of labour shortages, Brexit trade barriers and panic buying goods. A lack of employees can slow down how much a business can produce, which creates a knock-on effect through the transportation stage. Between November 2021 and January 2022, the number of vacant jobs reached a record high of 1.298,400. Brexit has also affected businesses, before the pandemic EU nations made up for 10% of the UKs HGV driver workforce, but since Brexit numbers fell dramatically between March 2020- March 2021 by 37%. Industry leaders have said that post Brexit immigration changes have affected the number of EU national drivers. Truck Chief UK Ltd needs to consider the factors that involve political issues because of how drastic a business can change.

Economical

Truck Chief UK Ltd needs to consider the factors that involve economic issues such as, economic growth, change in inflation rates, interest rates, etc. This causes great impact on the logistics industry with both short- and long-term investments and loans. Truck Chief UK Ltd must be aware of the economy when waiting to operate, expand and improve the business effectively. This is why Truck Chief UK Ltd must be aware of the economy, if the economy has a high purchasing power, it is likely to have more customers, than an economy with low purchasing power because it will have less consumers.

Social

Analysing social trends within customers, lifestyles, ages, falling and rising trends is included within social factors of the industry. Truck Chief UK Ltd deal with importing and exporting goods, constantly looking for trends within the sales as sale peaks come rise and fall in certain times. Efficiency within the warehouse is a KPI for Truck Chief UK Ltd however in order to get orders and deliveries out on time, customer service is suffering. Creating a business that takes social factors into account will create repeating customers and purchases.

Environmental

As more customers are becoming aware about the environment, customers are progressing towards becoming environmentally sustainable and friendly with the products they are purchasing. Truck Chief UK Ltd need to be concerned about the transportation, pollution and waste disposal they produce. Improving efficiency is one of Truck Chief UK Ltd KPIs, having cardboard ad waste that is being stored in the aisles of the warehouse not been disposed of correctly is one of the areas that need to improvement on. Efficient supply chains help businesses reduce pollution problems, such as transportation pollution and unclear working areas.

Legal

Truck Chief UK Ltd needs to consider the UKs rules and regulations while working in the logistic and transportation sector. This country has laws related to transportation, infrastructure, employment rights, safety at work etc. Every law needs to be considered when operating a business.

SWOT Analysis

Truck Chief UK Ltd main objectives are that the storage of high fashion goods is secure, and delivery of these products have a quick turnaround time. Truck Chief UK Ltd is about the distribution and transportation of products and goods.

Strengths

Our strength of Truck Chief UK is loading our clothing for transportation, and dispatching orders. Due to orders being made online, Truck Chief UK Ltd is in fortunate position due delivery drivers are aware of what they are carrying and who it is going to.

Weakness

Truck Chief UK Ltd weaknesses are Stock Management from supply chain pressures which mean that suppliers are not aligned with the demand of products. Order processing, this is also causing customer dissatisfaction due to customers not satisfied with the customer service and supply times. As a business having one warehouse, 1480 storage locations which runs 24/7, staff can be insufficient at peak times, which means that staff have little opportunities to develop on there own personal development planning (PDP) and the PDP within the workplace is not consistently carried out.

Waste and cardboard not being stored and disposed within the warehouse correctly causes health and safety risks, which is also seen as one of Truck Chief UK Ltd weaknesses. Lastly, The Supply Chain Management software is not fit for purpose as it is not advanced enough to be able deal with Truck Chief UK Ltd demands. This is because it does not provide clear enough daily reports which makes it difficult to identify trends. Truck Chief UK Ltd also have trouble finding efficiently realisable staff, which means packages that have been ordered by customers may not be delivered on time. This then leads to customers complaints increasing.

Opportunities

Opportunities that are available to Truck Chief UK Ltd is the £450,000 budget from capital investments that will be used to support improvements within the business. However, there will also be a consideration of limiting the amount spent in terms of the ongoing operations costs. New upcoming technologies is an opportunity for Truck Chief UK Ltd to invest the money in as it allows the business to expand into automation, the expansion into automation for Truck Chief UK Ltd would make it possible for us to get more tasks, orders and deliveries completed without wasting time on mundane tasks such bookkeeping.

Threats

Some threats that Truck Chief UK Ltd will be likely to face is customer satisfaction, satisfying the customer will become a large threat to Truck Chief UK Ltd as customers are demanding there need and complaints are rising. This may cause a need for new technology within the warehouse to increase customer satisfaction. Competitors are starting to incorporate new technology within the workplace operations, with the growth of automation within the logistics and transportation industry, Truck Chief UK Ltd needs to update the technology to keep up with competitors. However, new technologies come with threats to the business, such as cyber-attacks, software and hardware compliance and unforeseen circumstances which are a few of the threats it could cause to Truck Chief UK Ltd.

Research Outcomes

		Benefits	Drawbacks
Transport Management System (TMS)	<p>Utilises technology to organise, carry out, and optimise the transportation of products while ensuring compliance and keeping up with necessary documentation.</p> <p>A TMS, also referred to as a transport management solution, ensures prompt and effective delivery while providing control and visibility over transport operations, compliance, and paperwork.</p> <p>Supply chains now depend more and more on Transportation Management Systems, which have an impact on every step of the procedure.</p>	<p>1. Low-cost transport</p> <ul style="list-style-type: none"> - Select the most suitable vehicle for each operation - Choose the most efficient route. - Increase the speed and efficiency of each job <p>2. Optimisation routes</p> <p>A TMS will offer Truck Chief UK Ltd evaluations and analytics in addition to suggestions for the best cost-cutting measures, such as the best vehicle and route to employ for the transport.</p> <p>3. Real-time connectivity</p> <p>Real-time connectivity across the whole of Truck Chief UK Ltd supply chain. 100% visibility that can result in businesses being able to develop competitive new strategies.</p> <p>4. Updates on delivery data</p> <p>Truck Chief UK Ltd may monitor the progress of their products from the beginning of the delivery process all the way to the end, while also seeing any obstacles to delivery.</p> <p>They are informed immediately of any delays. They can respond to problems more swiftly because of this. This in turn offers perception into a company's flaws, enabling general increases in efficiency.</p>	<p>Cost</p> <p>A TMS would require Truck Chief UK Ltd to purchase the back-end server hardware, the employment of programmers or IT personnel, and the payment of software licencing. Due to the time, it would take for ROI to appear, it is difficult to justify investment.</p> <p>Interrogation</p> <p>It will be necessary to train your workers on how to utilise a TMS before integrating it into the Truck Chief UK Ltd workforce.</p> <p>Although common, this transition frequently affects sales and procurement teams as well, which might disrupt Truck Chief UK Ltd culture.</p>
Employ technology and robotics	Processes in the Truck Chief UK Ltd warehouse can be	<p>1. Hands Free</p> <p>The fact that voice picking is a hands-free method is one of its main advantages.</p>	Any new solution that Truck Chief UK Ltd implementation

	<p>automated and accelerated by technology and robotics.</p> <p>Voice picking, where staff can operate with their hands free and be more productive. Voice control can instruct operatives to pick and there is no need for clipboards or handheld scanners.</p>	<p>It is a quicker method of picking because the Truck Chief UK Ltd warehouse workers won't have to set down their papers or scanner before picking goods. Which not only makes the job more efficient but reduces waste made.</p> <p>2.Fast communication</p> <p>Voice picking has a higher element of speed than other ways since it uses your voice, which is the fastest human method of communication. Using their voice rather than a computer, an operative can stay focused on the work and confirm orders or directions much more quickly.</p>	<p>is difficult. The biggest disadvantage to implementing voice headsets in your Truck Chief UK Ltd, however, may be the initial financial outlay for a new system and headsets. However, because voice picking typically results in increased production due to increased speed and accuracy, costs can be quickly recovered through savings from not having to correct picking errors.</p>
<p>Training</p>	<p>Training is the process of enhancing a Employees knowledge and abilities to do a specific profession.</p> <p>It aims to enhance trainees' work behaviour and performance on the job.</p>	<p>1. Higher Capacity for the Adoption of New Methods and Technologies</p> <p>2. Employee Training and Development Helps Companies Keep Pace with Changes in the Industry</p> <p>3.Employee Training and Development Increase Job Satisfaction and Morale</p>	<p>Cost can be prohibitive.</p> <p>Quality depends on the trainer's qualifications.</p> <p>Takes time from daily operations.</p> <p>Control of the training</p>

		<p>4. Lower Employee Turnover Is One of the Main Benefits of Training to Employers</p> <p>Benefits of Employee Training and Development</p> <p>Every business has different needs; therefore, the importance of employee training may vary according to specific areas and functions. Here are a few tips on how to decide when your employees need training or development:</p> <ul style="list-style-type: none"> • When your organization faces a knowledge or talent gap. • When you need performance improvements in certain areas or functions. • When there is a requirement to address specific skill gaps. • When your company needs to train employees in specific programs. • When your organization is undergoing technological updates. • When you need to tailor personalized strategies for each employee. <p>Area-wise examples of training and development programs for employees:</p> <ul style="list-style-type: none"> • Computer and software skills • Customer service • Communications • Safety and health compliance • Human relations • Work ethics <p>Organizations with poor onboarding processes are twice as likely to experience employee turnover.</p> <p>70% of employees would be somewhat likely to leave their current job to work for an organization known for investing in employee development and learning.</p> <p>34% of employees who left their previous job were motivated to do so by more career development opportunities.</p> <p>86% of millennials would be kept from leaving their current position if training and development were offered by their employer.</p> <p>Over 70% of high-retention-risk employees will leave their company in order to advance their career.</p> <p>Retention rates rise 30-50% for companies with strong learning cultures.</p>	
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Types of employee training

To better understand how you can control the cost of staff training, it's helpful to review various types of development opportunities you may consider. Here are some types of training that organisations might offer:

Onboarding

Onboarding, also known as organisational socialisation, is a process through which new members of an organisation go. This process helps them learn about the employer's expectations and acquire the necessary skills and knowledge to perform well in their roles. Depending on the company and role, onboarding may take from a few days to a few months to complete. During this time, new employees may work under the supervision of experienced personnel and transition to an independent position when they complete their organisational socialisation.

Related: [How to create an effective onboarding process](#) 

Instructor-led training (ILT)

Employers may decide to engage external or internal instructors to teach their employees. Typically, an instructor is an advanced professional with expert skills and teaching qualifications. This form of training may take place in a classroom setting that facilitates both theoretical learning and interactive workshops.

Self-paced online learning programmes

Self-paced online learning is effective for providing extracurricular training to employees. It also works well for helping employees obtain company-wide qualifications, including health and safety certificates. Because self-paced learning may come in a form of videos that instructors pre-record and distribute to many companies, it's one of the cheapest training methods.

Hands-on learning

Hands-on learning is a practical training method that allows staff to learn through experience. Employers may incorporate this form of employee development by creating work placement opportunities or allowing staff members to shadow senior employees at work. One of the key benefits of this method is that it encourages critical thinking and makes it possible for professionals to start adjusting to a work environment from the first day of training.

In-person group training

In-person group training is a cost-effective training method, which allows the organisation to engage and teach several employees at once. Group training works well for teaching an entire department about new processes, tools or regulations. To make it more relevant for individuals, include elements of personalisation, like Q&A sessions that help clarify employees' concerns.

Formal outside courses

Some employers choose to send their employees to formal outside courses. Depending on the industry and company size, this method can work well for both new hires who go through onboarding and current employees who simply want to strengthen their skills. Offering outside courses may be a cost-effective strategy for companies since it requires them to dedicate minimal time and resources to conducting training.

Leadership training

Leadership training is a skill-specific training method that allows employees to acquire managerial abilities. Organisations with clear corporate ladders may offer this form of training to their employees who are preparing for advancing within the same team or department. As a part of becoming better leaders, they may learn about motivating others or conducting effective performance evaluations.

Related: [10 leadership training topics to strengthen your career](#) 

What is a Transport Management System (TMS)?

A Transport Management System makes use of technology to plan, execute, and optimise the movement of goods, at the same time retaining compliance and maintaining required documentation.

Sometimes referred to as **Transport Management Solution**, a TMS gives control and visibility into transport operations, compliance and documentation, whilst ensuring timely and efficient delivery.

Increasingly, Transportation Management Systems have become a vital, integral part of **supply chains**, affecting every element of the process.

Who is a TMS for?

Transportation Management systems are an essential tool for any company that regularly moves goods. They might operate in any of the following sectors –

- **Manufacturing**
- **Distribution**
- **Commerce**
- **Retail**

Until recently, it has been the bigger businesses that make use of TMS. However, since the advent of cloud-based TMS solutions, smaller businesses have been able to afford to enjoy the numerous benefits that these systems provide.

Benefits	Drawbacks
<p>1. Low-cost transport This is arguably the biggest benefit of Transport Management Systems. The incorporation of order processing, inventory, and customer relations management into the whole transport plan massively reduces logistical costs. This integration enables businesses to</p> <ul style="list-style-type: none"> • Select the most suitable vehicle for each operation • Choose the most efficient route • Increase the speed and efficiency of each job <p>2. Optimisation routes A TMS will provide businesses with assessments and analytics, as well as recommendations for the best cost-cutting strategies, for example, which vehicle and route should be used to execute the transport effectively.</p> <p>3. Real-time connectivity A Transport Management System will provide real-time connectivity across the whole supply chain. This enables you to achieve 100% visibility that can result in businesses being able to develop competitive new strategies. A TMS enables businesses to monitor their drivers and shipments in real-time. With this data, they can track the time spent on each route, thereby creating effective and optimised route plans.</p> <p>4. Updates on delivery data Businesses can track their products from the start of the delivery process right through to the end while identifying potential challenges along the way. They receive real-time updates on any delays. This enables them to respond quickly to issues. This, in turn, provides insight into a business's weaknesses, enabling all-round improvements in efficiency.</p> <p>5. Enhanced billing processes Until recently, invoicing and payment procedures were costly and time-consuming. A Transportation Management System enables businesses to manage their finances more effectively through electronic invoicing and inspecting. Procedures that, in the past, took hours or even days can be completed with 100% accuracy in a matter of seconds. With a TMS, a driver can scan proof of delivery and send to base via mobile devices. By doing this you can invoice your contractor right after delivery. You don't have to wait for physical documents. Time costs money!</p> <p>6. Reduced paperwork Payment procedure automation within a Transport Management System will save countless amounts of money and time otherwise spent on tiresome paperwork. By cutting out the human element, your processes will be much more accurate and, therefore, efficient.</p>	<p>COST The traditional use of a TMS included the need for back-end server hardware, hiring programmers or IT staff, and paying loads for software licensing. These necessities made it difficult to justify investment, as ROI would take years to show up. Nowadays, cloud-based systems are rendering such costly investments unnecessary. Still, certain businesses benefit more or less from different TMS models, and so companies need to first carefully assess their current models before deciding on the option with the lowest operational cost.</p> <p>INTEGRATION Embedding a TMS into your work flow will require training your staff to use it properly. While standard, this change can often stretch wide enough to alter a company's culture, particularly as it reaches into sales and procurement forces. Furthermore, deciding on the right TMS solution itself requires forethought, as niche TMS solutions provide more opportunity for customization while general purpose TMS solutions may require more monitoring.</p>

3. Employ technology and robotics

Technology and robotics can automate and speed up processes within the warehouse.

It might be that you consider employing voice picking, where hands-free operation allows workers to be more productive. Rather than checking picking notes or manually checking off items as they are picked, voice control can direct operatives to pick and there's no need for clipboards or handheld scanners.

Or it could be that your strategy is to automate much more than this. Labour-saving robots can operate 24 hours a day, 365 days a year, without lighting, heating or stopping for tea breaks. You don't need to fully automate a warehouse though. Robots can undertake tasks like transporting shelves or bins to pickers. Or they can take replenishment stock to operatives for putaway.

Other technology like WMS, transport management (TMS), and multi-carrier management - all integrated into a single platform - can enhance warehouse processes. They also allow you to have full visibility of your warehouse operations so that you can measure logistics performance.

How voice picking works

Kitted out with a headset and microphone, plus a small terminal that's typically attached to a belt, warehouse operatives receive audible instructions and make verbal confirmations. They are directed to locations in the warehouse by aisle, rack or bin identifiers, where they are then given the number of items to pick. They speak a confirmation into the microphone before receiving the next instruction.

It is especially appropriate for warehouses that have a large number of items spread over a large area and is a particularly practical solution for operations that run piece and carton picking.

The drawbacks of voice picking

Implementing any new solution come with challenges. But it's perhaps the initial capital outlay for a new system and headsets that is the greatest drawback in launching voice picking in your operation.

However, as voice picking generally brings greater speed and improved accuracy - resulting in better productivity - this means that costs can quickly be recouped with savings in not having to rectify picking mistakes.

The benefits of voice picking

One of the principal benefits of voice picking is that it is hands-free. The warehouse operative doesn't need to put down their papers or scanner to then pick items, making it a faster and less cumbersome method of picking.

Voice picking is widely acknowledged to be accurate too. Even warehouses with high levels of picking accuracy can reduce errors and improve the precision of their picking.

Using your voice, which is the fastest of all human methods of communication, gives voice picking a greater element of speed than other methods. An operative can remain focused on the task and can confirm instructions or directions far faster using their voice than they can with a computer or even a pen and paper.

4. Use stock planning and forecasting software

Balancing varying demands in the warehouse can be tricky. Having the right amount of stock is vital to ensure customer demand is met, but that not too much money is held up in slower-moving stock.

Advanced replenishment and stock planning and forecasting each bring significant improvements in warehousing, helping to streamline stock management.

Planning, forecasting, replenishment and optimisation of stock can even be automated, with software such as Valogix. It can improve item availability, reduce stock-holding, minimise out of stock situations and even bring an increase in sales.

What is advanced replenishment?

Often referred to as automatic replenishment, advanced replenishment is a feature of WMS software. It ensures that a distributor can effectively stock, reorder and replenish the items it carries. In essence, when you are running low on stock, your WMS notifies you and makes specific recommendations about replenishing the goods.

Advanced replenishment means that you are notified well in advance of bins that are running low on stock, allowing you to reorder the necessary stock. If you also carry bulk locations, the advanced replenishment functionality can provide detailed directions about which pick-faces need replenishing and which bulk locations to replenish from.

How does advanced replenishment differ from standard replenishment?

Advanced replenishment uses accurate and adaptable forecasting algorithms.

Pre-defined minimum and maximum stock levels can be set, and when non-allocated stock drops below the minimum level, the pick face is replenished from bulk, up to the maximum level.

Replenishment is also carried out based on the product velocity. Based on the quantity and frequency that a stock item is picked, it can be categorised into multiple stock velocity levels and the number of days stock on hand required can be defined in the pick face for each level. High velocity stock will have the fewest days, while low velocity stock will have the highest number of days.

By contrast, with standard replenishment, all that happens is that stock gets replenished only once you've run out.

Advanced replenishment has a number of business benefits:

- It negates out-of-stocked pick-faces, thus reducing potential hold ups when orders are being picked.
- Out of stock situations are limited, so avoiding issues and enhancing customer satisfaction.
- When you minimise out of stock situations, you maximise sales. There's no prospect of lost sales due to out of stock situations. And with perishable goods, for example, this eliminates the need to reduce prices for goods that are nearing their sell-by-dates.

- It stops you holding excess inventory, which – again with items such as food – can lead to goods being spoiled and unnecessarily accounted as shrinkage.
- The entire process is automatic, so you're routinely advised and are not reliant on manual checks and processes to be sure that you remain informed.

1. Optimise your warehouse layout.

Having the optimal warehouse layout for your operation is key to maximising productivity. You need your products to be located in the best positions, so that the general flow through the warehouse is unproblematic. Business intelligence is vital for discovering which products are selling well. Fast-moving stock needs to be quickly accessible so that operatives aren't spending too much time traversing the warehouse.

A warehouse must react to changes in sales velocity. If products become more popular, or if they are seasonal, then a flexible strategy needs to be adopted so that products can be moved in and out of the prime picking positions as needed. There are many strategies that can be employed: looking at slotting can identify which product lines should be placed where in your warehouse, and cross-docking can be employed for fast-moving items.

What is slotting?

Slotting is the method of identifying what product lines are ideally placed where within the warehouse. Essentially, it's all about ensuring that fast-moving products are located in the most accessible areas, and that slow-moving ones are placed more out of the way. Having the highly accessed items in the best locations speeds up picking, putaway and replenishment.

Improving slotting

Slotting is rarely prioritised in a warehouse environment. Instead, the emphasis is more short-sighted and is on getting orders out the door. Warehouse managers that look at improving their slotting by carefully assessing and planning it will reap the benefits of productivity and efficiency in the longer term.

Exceeding customer expectations- Voice bots and Chatbots:

Automated voice bots and chatbots are also playing a significant role in customer services as well as in classifying the conditions and provisions.

Benefits	Drawbacks
<p><u>Real-time delivery status and tracking</u> GPS, location tracking, and barcode scanning provide data for the chatbot, and it, in turn, delivers this information in a user-friendly manner. And while the chatbot sends users updates and status changes, ETAs, and other notifications, the users rest assured, knowing your company has everything under control.</p> <p><u>Fleet and staff management</u> Understanding how many employees or vehicles are currently available helps manage them according to schedule. One of the benefits of implementing chatbots in logistics is that you can track en route, idle, or under maintenance vehicles, assign tasks to the staff, and see who's on vacation or sick leave. Now that's a feature that can be useful for many departments.</p> <p><u>Reduced cost</u> By taking over some manual tasks, chatbots let you save money without sacrificing performance. For instance, chatbots can help save around 30% of what companies spend on servicing client requests. What's more, they can be programmed to answer up to 79% of routine questions independently, which takes repetitive work off your employees' shoulders.</p> <p><u>Round-the-clock availability for customers</u> Knowing you can contact customer support 24/7 is great for customer satisfaction. But don't take our word for it — this study shows how the way chatbots save clients time and provide help round-the-clock can establish loyalty to your business. Plus, chatbots can gather the queries they can't address and send them to your experts.</p> <p><u>Multiplatform availability</u> Whether your clients interact with your business through a website, social media pages, or a client portal, a chatbot can be integrated into each one of these channels. If they prefer a specific messenger, your chatbot will be there. If you need it integrated into your internal system, that's totally fine too. Chatbots are surprisingly versatile when it comes to multiplatform availability.</p>	<p><u>The extent of Resolving Queries</u> One of the major drawbacks of chatbots is the number of queries it can resolve. At a certain point in time, it will have to connect to an actual human to resolve the issues. They also have limited replies and solutions which can leave a customer unsatisfied.</p> <p><u>Cannot Handle Angry Customers Subtly</u> Some customers are unable to find the solution that they want, and neither can connect to a human executive since they did not input the right command. This can result in a bad experience for the customer, and the company could lose customers as well as revenue due to an incompetent chatbot.</p> <p><u>Higher Complexity Results in Higher Costs</u> Chatbots come in a variety of shapes and sizes, and their cost also varies accordingly. It is imperative to understand that a well-designed chatbot that can handle more tasks than others will also cost higher. So this pushes the investment of the company for the chatbot further.</p> <p><u>Not Suitable for All Businesses and Applications</u> Chatbots are effective in many industries and for varied applications, but they cannot handle all of them.</p> <p><u>Do not Provide Accurate Solutions Always</u> Essentially, chatbots are machines. They will make mistakes and sometimes even provide wrong solutions to the customers. So companies have to be wary of it and work on improving their chatbots further to avoid such incidents.</p>

Chat Bots		
They could help save up to 30% of this cost (Reddy, 2017)	62% of consumers would prefer to use a customer service bot rather than wait for human agents to answer their requests. (Tidio)	64% of users are still hesitant to engage with an AI conversational bot with factors such as negative conversational experiences and an unnatural feel cited as the main reasons.
Staff intervention is significantly reduced with 27% of customer requests resolved from start to finish without a human agent due to chatbots (Comms100, 2019). This not only leads to more satisfied customers but also reduces the time taken from the staff answering standardised questions improving overall productivity.	69% of consumers prefer to use chatbots because they provide instant responses. (Salesforce)	40% of web users don't care if they are served by a bot or a human agent as long as they get the customer support services, they need. (HubSpot)
74% of internet users prefer using chatbots when looking for answers to simple questions. (PSFK)	34% of customers stated they were still not satisfied with the course of the conversation, regardless of its result (SMSAPI, 2018)	23% of consumers still prefer face-to-face interaction when the issue's complexity increases, such as with payment disputes or complaints. (Inc)
Main customer frustration is inability to quickly answer simple questions (31%)	60% of millennials say they have used chatbots. 70% of them say they had a positive experience. (Forbes)	90% of businesses report large improvements in the speed of complaint resolution. (MIT Technology Review)

Outline of two possible solutions

Truck Chief UK Ltd should be operating effectively, be aware of how and when we can achieve our business KPI targets by and how we can exceed customers' expectations.

Currently, Truck Chief UK Ltd has been failing to meet the set KPI targets in the last 18 months, in terms of contract held which has affected its achievement of KPIs. Which is why Operations directors have given £450,000 budget from capital investment to support improving the business. Truck Chief UK Ltd is experiencing two key challenges, insufficient permanent warehouse operatives and a lack of technology to support the managing the demand of business. By failing to do so customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

According to research done by Truck Chief UK Ltd, all customer service queries actioned and investigated within 48 hours from when they were received is the lowest KPI achievement rate at 57%. Resulting in 43% of complaints and queries not being dealt with within these 48 hours. 43 out of 100 customers are not receiving feedback from when they were actioned. Customers are not satisfied, which creates a negative business image, which could ruin revenue and profit for future clients.

The objective of this statement is to improve Truck Chief UK Ltd KPI achievements. Truck Chief UK Ltd stands to benefit from investing time, money and resources in order to exceed customer satisfaction. The business also aims to gain a better understanding on why employees aren't feeling as motivated when they come into work. Qualitative and quantitative data will be mentioned as I conduct the views on how we can improve KPI achievement rates together.

The first solution that Truck Chief UK Ltd would benefit is the improvement on Technology and automation. Logistic reports have shown that 80% of the world's warehouses are running manually, which offers huge potential with using automation within Truck Chief UK Ltd process.

Transportation Management Systems

To improve our KPI achievement, I've suggested including Transportation Management Systems. TMS uses technology to plan, execute, and optimise product transportation while assuring compliance and maintaining required documentation. This will decrease delivery times and increase Truck Chief UK Ltd productivity levels by 25%-50%. TMS guarantees efficient and timely delivery while giving users control and insight over transportation activities, legal requirements, and administrative processes.

Low-cost transport, due to the most suitable vehicle for each operation would be chosen. Efficient route and an increase the speed and efficiency of each job would be a few of the benefits with choosing TMS as a solution for Truck Chief UK Ltd. Transportation Management systems, uses an average reduction of 5-10% in costs. A TMS will offer Truck Chief UK Ltd evaluations and analytics in addition to suggestions for the best cost-cutting measures, such as the best vehicle and route to employ for the transport.

Due to the budget of £450,000 and the restriction of limiting the spend on ongoing operational costs, Transportation Management systems are priced monthly at a cost of £100- £300 a month.

Researching the average price of TMS, allowed me to find the well-known famous designer and developer of software ORACLE which prices their service at £181.10 per month per £1 million annual Freight. This would mean that annually Truck Chief UK Ltd, would have to budget £2173.20 to use this software.

However, the opportunities outweigh the threats with using TMS, as Truck Chief UK Ltd can monitor the progress of their products from the beginning of the delivery process all the way to the end, while also seeing any barriers. They are informed immediately of any delays. Truck Chief UK Ltd can then respond to problems more swiftly because of this. This in turn offers perception into the company's flaws, enabling general increases in efficiency and customer satisfaction in the whole.

The second solution I have chosen for Truck Chief UK Ltd to improve their KPI results is Training staff within the organisation.

Staff Training

Implementing new technology, procedures, and business models, an organisation can greatly benefit from personnel training and development. When doing research into personal development and training, 74% of workers are willing to learn new skills or re-train in order to remain employable. Truck Chief UK Ltd must consistently upskill their staff if they want to profit fully from employee training and development within the workplace.

Employee training is crucial within businesses as every business is trying to stay on top of industry changes, norms, and regulations. This is why training is crucial for employees at Truck Chief UK Ltd since modern businesses must continuously evolve. Prices for staff online training range start from £30. As there are a minimum of 10 staff on one shift, which there are 3 a day. For 30 staff members to have training would be £900.

Not only will the personal development and training benefit Truck Chief UK Ltd, but the training also has an impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Employee moral will therefore be increased which leads on for the customer satisfaction and service to increase also. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.

Better involvement by staff, also results in greater flexibility and giving employees the freedom to select their own shifts in accordance with business requirements. Even though Truck Chief UK Ltd runs 24/7, it means that staff will be able to feel like they mean something to the business. This considerably increases likelihood of them to stay in their roles for longer if technology is used to enable them to control their own work/life balance.

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<https://www.chatbot.com/blog/chatbot-statistics/>

<https://abdalslam.com/transportation-management-systems-tms-statistics>

Task 1.2 Project Initiation Document (PID)

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	1.2 Project Initiation Document (PID)
Evidence title / description	Project Initiation Document (PID)
Date submitted by candidate	DD/MM/YY

Project Initiation Document (PID) Template

The size of fields within the tables below are not indicative of the expected learner responses, tables below can be expanded, and additional rows added as needed. If learners are to hand write their response, tables will need to be expanded prior to printing or extra paper shared.

Project Information

Project Name	KPI improvement
Date	DD/MM/YY
Author/Project Manager	<first name> <surname>
Version	1.1

Document Approval

Date	Name	Signature
DD/MM/YY	<first name> <surname>	

Background and Scope

Truck Chief UK Ltd is a warehousing and distribution organisation located in Manchester, as a business they ensure that the storage and the delivery of goods around the country is at a high standard. Their key customers deal with high end fashion goods that require quick turnarounds. Truck Chief UK Ltd has one warehouse that runs 24/7 allowing the employees to work three 8 hour shifts per day. The warehouse is made up of 1480 storage location areas and 2 main purposes of these locations. Process stock and store storage.

Currently, Truck Chief UK Ltd has been failing to meet the set KPI targets in the last 18 months, in terms of contract held which has affected its achievement of KPIs. Which is why Operations directors have given £450,000 budget from capital investment to support improving the business. Truck Chief UK Ltd is experiencing two key challenges, insufficient permanent warehouse operatives and a lack of technology to support the managing the demand of business. By failing to do so customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

The scope of this document is to improve Truck Chief UK Ltd KPI achievements. Truck Chief UK Ltd stands to benefit from investing time, money and resources in order to exceed customer satisfaction. The business aims to gain a better understanding on why employees aren't feeling as motivated when they come into work, which is why it is so important to alter the way Truck Chief UK Ltd are operating.

Project Rationale

Since the organisation has changed in the previous 18 months, from contract change affecting the achievement of Truck Chief UK Ltd KPIs, there is insufficient permanent warehouse operatives and a lack of technology to support the growing demand on the transport and logistics sector. £450,000 budget from capital investment has been given to support improving the businesses achievement of KPIs. By failing to achieve these KPIs, customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

According to research done by Truck Chief UK Ltd, all customer service queries actioned and investigated within 48 hours from when they were received is the lowest KPI achievement rate at 57%. Resulting in 43% of complaints and queries not being dealt with within these 48 hours. 43 out of 100 customers are not receiving feedback from when they were actioned. Customers are not satisfied, which creates a negative business image, which could ruin revenue and profit for future clients.

Order processing, this is also causing customer dissatisfaction due to customers not satisfied with the customer service and supply times. As a business having one warehouse, 1480 storage locations which runs 24/7, staff can be insufficient at peak times, which means that staff have little opportunities to develop on their own personal development planning (PDP) and the PDP within the workplace is not consistently carried out. Personal development and training benefits Truck Chief UK Ltd and has a positive impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Therefore, employee moral will be increased, which means customer satisfaction and service to increase also. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.

Better engagement and involvement by staff, results in greater flexibility and giving employees the freedom to select their own shifts in accordance with business requirements. This means that staff will be able to feel like they mean something to the business and increases the likelihood of them to stay in their roles for longer if technology is used to enable them to control their own work/life balance.

Project Aims and Objectives

- All inbound goods received and put away within 2 days of delivery
- All ordered picked, packaged and despatched within 2 days of the order being received.
- All returns completed within 24 hours of them arriving onsite.

- All customer service queries actioned and investigated within 48 hours from when they were actioned.
- All daily counts completed and all stock discrepancies investigated daily.
- Improving staff training

To improve Truck Chief UK Ltd KPI achievement, Truck Chief UK Ltd suggested including Transportation Management Systems and training employees on how to use this software and increase their knowledge and Personal development. TMS uses technology to plan, execute, and optimise product transportation while assuring compliance and maintaining required documentation. This will decrease delivery times and increase Truck Chief UK Ltd productivity levels by 25%-50%. TMS guarantees efficient and timely delivery while giving users control and insight over transportation activities, legal requirements, and administrative processes.

Budget / anticipated costs

Total budget	£450,000
Budget breakdown	<p>£450,000 is the total budget available and there are also restrictions of limiting the spend on ongoing operational costs.</p> <p>Transportation Management systems are priced monthly at a cost of £100- £300 a month ORACLE (Well known Designer and software developer - £181.10 per month per £1 million annual Freight. £181.10 x 12 =£2173.20 annually for £1 million annual freight</p> <p>This would mean that annually Truck Chief UK Ltd, would have to budget £2173.20 per £1 million annual freight to use this software.</p> <p>Prices for staff online training range start from £30+ In person training £200+ Headsets- voice picking (£200 per headset)</p> <p>Currently: Agency Salary Pay monthly breakdown Agency Average pay- £28,633.44 (annually) Jan- £2692.80</p>

	<p>Feb- £3231.36 March - £1077.12 April- £1795.2 May- £3769.92 June – £4847.04 July - £2154.24 Aug - £2692.80 Sep -£1974.72 Oct- £ 538.56 Nov- £1256.64 Dec-£2603.04</p> <p>10% of 11.22=1.122 per hour (agency charges Truck Chief UK ltd) £2,863.344 = Agency fee Yearly on average</p>
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Project Management Team

Role	Reports to
Project Co – Ordinator	Project manager
Project Manager	Directors

Project Key Stakeholders

Name	Role and responsibilities
Customer	<ul style="list-style-type: none"> - Receiving stock that has moved from the warehouse to the consumer
Employees	<ul style="list-style-type: none"> - Receiving stock - Checking quantity of stock - Checking condition of stock - Putting away stock - Picking where the stock is collected to meet customer orders - Packing where an order is being dispatched to

Project co-ordinates	<ul style="list-style-type: none"> - Overseeing the project take place. - Determine a solution to support the organisation to improve the achievement of KPIs - Operate efficiently - Manage resources - Technologies that aid daily operations - The types of processes used
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Project Deliverables

Deliverable details	Format of deliverable	Completion target date
Install Transportation Management systems	Online	3 weeks
Book staff training	Online	2 weeks

Risks

Risk Number	Risk Details	Risk Level (Low, Med, High)	Risk Mitigation
1	Training Cost	Medium	Retention rates rise 30-50% for companies with strong learning cultures.
2	Economic growth	Medium	When the economy has a high purchasing power, it is likely to have more customers, than an economy with low purchasing power because it will have less consumers.
3	Customer Satisfaction	High	Satisfying the customer will become a large threat to Truck Chief UK Ltd as customers are demanding there need and

			complaints are rising.
4	Stock Management from supply chain pressures	Medium	suppliers are not aligned with the demand of products. Order processing, this is also causing customer dissatisfaction due to customers not satisfied with the customer service and supply times.

Quality Management Method

- Customer satisfaction

Customer satisfaction for Truck Chief UK Ltd is one of the businesses set core values, the business believes that customers needs and ambitions are at the centre of what Truck Chief UK Ltd do best, and creating relationships with customers can make a positive influence on the company.

- Sustainability

Truck Chief UK Ltd believes that they have the highest responsibility for stewardship and protection of the environment, therefore working to protect their most precious resources by taking steps to reduce the carbon footprint and engage in sustainable business practices.

Waste and cardboard not being stored and disposed within the warehouse correctly causes health and safety risks, which is also seen as one of Truck Chief UK Ltd weaknesses

Project Evaluation Method

- KPI achievement

The objective of this project is to improve Truck Chief UK Ltd KPI achievements.

Truck Chief UK Ltd stands to benefit from investing time, money and resources in order to exceed customer satisfaction. The business also aims to gain a better understanding on why employees aren't feeling as motivated when they come into work.

Truck Chief UK Ltd has been failing to meet the set KPI targets in the last 18 months, in terms of contract held which has affected its achievement of KPIs. Which is why Operations directors have given £450,000 budget from capital investment to support improving the business. Truck Chief UK Ltd is experiencing two key challenges, insufficient permanent warehouse operatives and a lack of technology to support the managing the demand of business. By achieving the KPIs as a project evaluation method would increase customers' expectations and Truck Chief UK Ltd would create a favourable image for new potential customers. This causes a positive effect on the profit and revenue Truck Chief UK Ltd is making.

Task 1.3 Project Planning

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	1.3 Project Planning
Evidence title / description	(i) Plan-on-a-page (ii) Justification
Date submitted by candidate	DD/MM/YY

Opportunity-

Opportunities that are available to Truck Chief UK Ltd is the budget given from capital investments will be used to support improvements within the business. New upcoming technologies is an opportunity for Truck Chief UK Ltd to invest the money in as it allows the business to expand into automation, the expansion into automation for Truck Chief UK Ltd would make it possible for us to get more tasks, orders and deliveries completed without wasting time on mundane tasks such bookkeeping.

Mission-

Truck Chief UK Ltd Is experiencing two key challenges, insufficient permanent warehouse operatives and a lack of technology to support the managing the demand of business. By failing to do so customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

Solution-

The first solution that Truck Chief UK Ltd would benefit is the improvement on Technology and automation. Logistic reports have shown that 80% of the world's warehouses are running manually, which offers huge potential with using automation within Truck Chief UK Ltd process. The second solution which interlinks within my first solution is to improve there KPI results with Training staff within the organisation, for new technologies and Personal development.

Competitive advantage-

Truck Chief UK Ltd customer satisfaction will be an advantage on other competitors as, satisfying the customer is a large threat to businesses as customers are demanding there need and complaints are rising. This may cause a need for new technology within the warehouse to increase customer satisfaction. Competitors are starting to incorporate new technology within the workplace operations, with the growth of automation within the logistics and transportation industry. Therefore, for Truck Chief UK Ltd to keep competing with new and upcoming competitors we need to update the technology to keep up.

Project Goals, objectives and key stakeholders

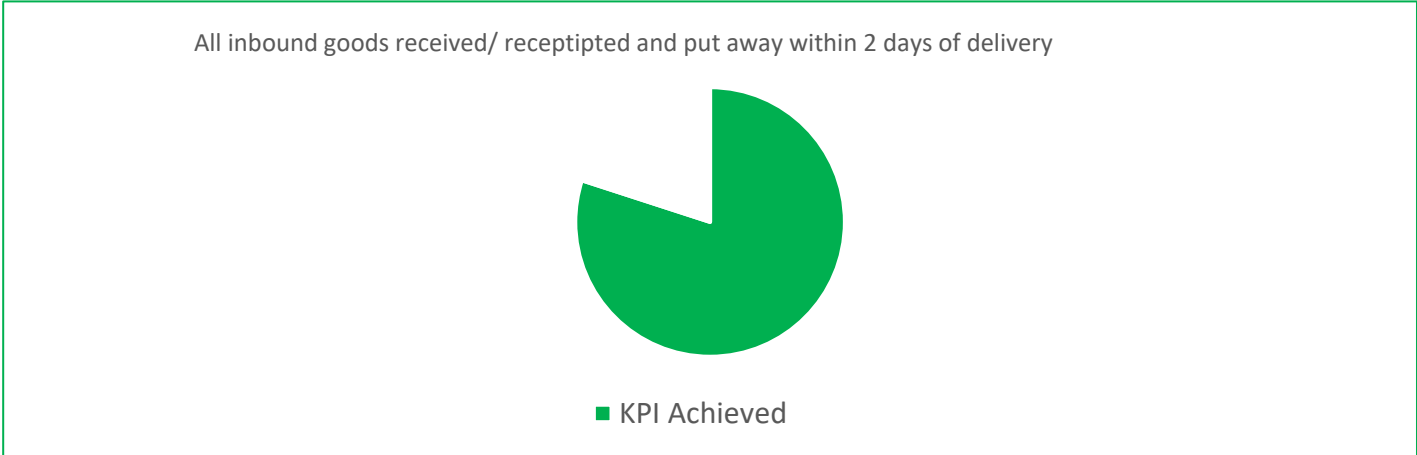
Truck Chief UK Ltd has been failing to meet the set KPI targets in the last 18 months, in terms of contract held which has affected its achievement of KPIs. Which is why Operations directors have given £450,000 budget from capital investment to support improving the business.

Truck Chief UK Ltd Is experiencing two key challenges, insufficient permanent warehouse operatives and a lack of technology to support the managing the demand of business. By failing to do so customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

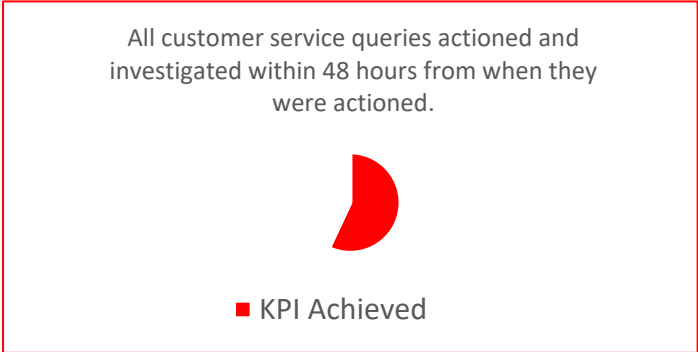
The KPIs during period 3 (weeks 9-13):

- All inbound goods received and put away within 2 days of delivery.
- All ordered picked, packaged and despatched within 2 days of the order being received.
- All returns completed within 24 hours of them arriving onsite.
- All customer service queries actioned and investigated within 48 hours from when they were actioned.
- All daily counts completed, and all stock discrepancies investigated daily.
- Improving staff training

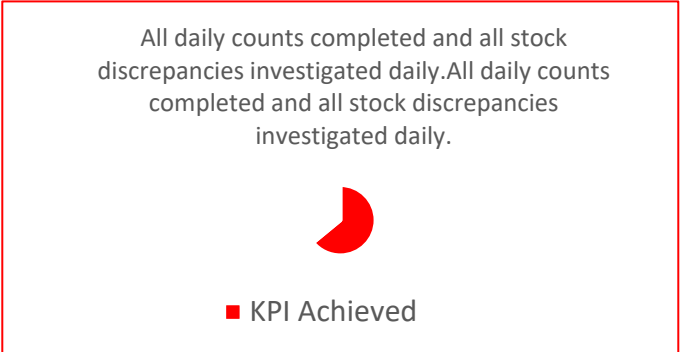
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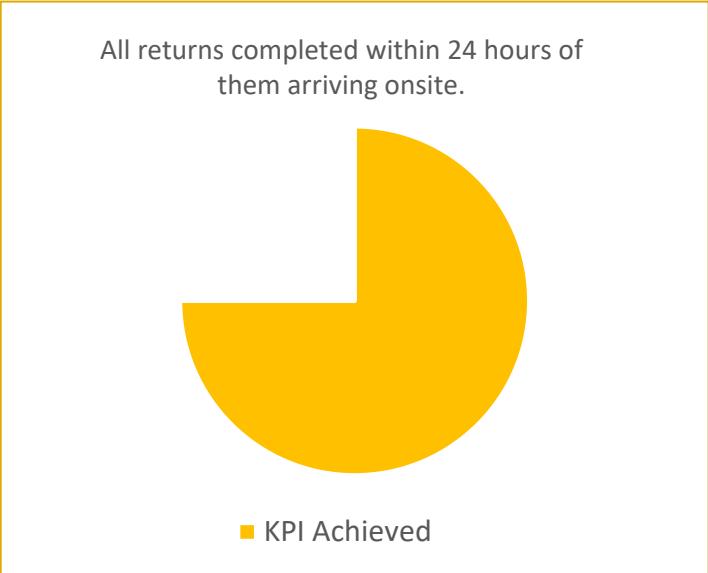
57%



64%



75%



76%



<u>PROJECT SCHEDULE</u>	17/04/2023	24/04/2023	01/05/2023	07/05/2023
Analyse KPIs				
Assign project management team				
Research into Truck Chief UK Ltd current technologies				
Research into Truck Chief UK Ltd potential technologies				
Research into Truck Chief UK Ltd Working areas				
Research into Truck Chief UK Ltd Customer satisfaction improvements				
Research into Truck Chief UK Ltd Potential and current political factors				
Research into Truck Chief UK Ltd Potential and current Economic factors				
Research into Truck Chief UK Ltd Potential and current Social Factors				
Research into Truck Chief UK Ltd Potential and current Strengths				
Research into Truck Chief UK Ltd Weaknesses				
Research into Truck Chief UK Ltd current Opportunities				
Research into Truck Chief UK Ltd potential Opportunities				
Research into Truck Chief UK Ltd current Threats				
Research into Truck Chief UK Ltd potential threats				
Research into TMS- Transport management systems				
Research into Technology and robotics				
Research into basic training				
Research into training types				
Research into Benefits of TMS				
Research into Drawbacks of TMS				
Research into voice picking				
Research into Benefits of voice picking				
Research into Drawbacks of voice picking				
Research into stock planning software				
Research into Warehouse layout				
Research into slotting				
Research into improving slotting				
Chat bots				
Voice bots				
Solutions to KPIs Research				
Complete Project initiation document				

Complete Background and scope document			
Complete project rationale section on PID			
Calculate budget breakdown on PID			
State project stakeholders on PID			
Establish risks on PID			
Establish quality management method on PID			
Establish Project Evaluation method on PID			
Create Project plan			
Consider Business goals			
Project deliverables			
Resource support plan			
Risk management plan			

Name	Role and responsibilities
Customer	<ul style="list-style-type: none"> - Receiving stock that has moved from the warehouse to the consumer
Employees	<ul style="list-style-type: none"> - Receiving stock - Checking quantity of stock - Checking condition of stock - Putting away stock - Picking where the stock is collected to meet customer orders. - Packing where an order is being dispatched to
Project co-ordinates	<ul style="list-style-type: none"> - Overseeing the project take place. - Determine a solution to support the organisation to improve the achievement of KPIs. - Operate efficiently. - Manage resources. - Technologies that aid daily operations - The types of processes used.

Risks and issues management

Potential exceptions and problems

- Insufficient permanent warehouse colleagues
- Competitors
- Market demand
- Economy

Political Impacts

TRACKING RISKS AND ISSUES

In the following table, the risks and issues are as follows:

• Week	• Risk description	• Probability	• Impact	• Mitigation plan
• WEEK 9	• Stock Management from supply chain pressures	• Medium	• Suppliers are not aligned with the demand of products. This is causing customer dissatisfaction due to customers not satisfied with the customer service and supply times.	• Transportation Management Systems- Utilise technology to organise, carry out, and optimise the transportation of products while ensuring compliance and keeping up with necessary documentation.
• WEEK 11	• Customer Satisfaction	• High	• Satisfying the customer will become a large threat to Truck Chief UK Ltd as customers are demanding there need and complaints are rising.	• New technologies such as chat box, TMS and headsets. GPS, location tracking, and barcode scanning provide data for the software, delivering this information in a friendly manner.
• WEEK 12	• Economic growth	• Low	• When the economy has a high purchasing power, it is likely to have more customers, than an economy with low purchasing power because it will have less consumers.	• Truck Chief UK Ltd needs to consider the factors that involve economic issues such as, economic growth, change in inflation rates, interest rates, etc.
• WEEK 13	• Insufficient staff	• High	• Staff can be insufficient at peak times, which means that staff have little	• Personal development and training benefits Truck Chief UK Ltd and has a

Week	Risk description	Probability	Impact	Mitigation plan
			opportunities to develop on their own personal development planning (PDP) and the PDP within the workplace is not consistently carried out. Un motivated staff and insufficient workers available is a risk of insufficient staff.	positive impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.

SWOT-

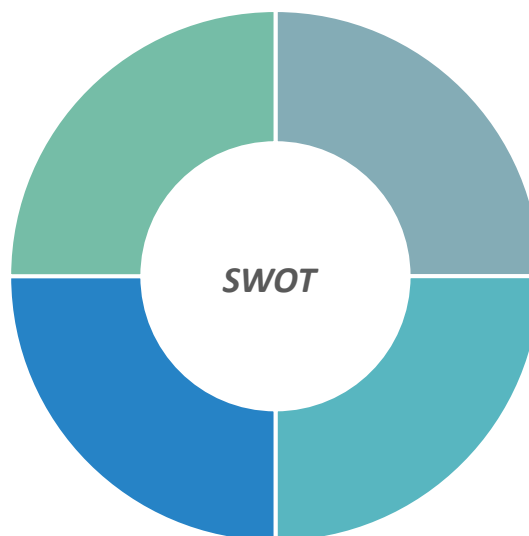
Truck Chief UK Ltd main objectives are that the storage of high fashion goods is secure, and delivery of these products have a quick turnaround time. Truck Chief UK Ltd is about the distribution and transportation of products and goods.

STRENGTHS

- Experience
- Financial reserves within the business
- Value of customer service

OPPORTUNITIES

- Improvement on KPIs
- Automation technologies
- Industry trends
- New products/ Technology
- Areas to improve



WEAKNESSES

- Stock management
- Demand
- Cash flow
- Areas to improve.
- Suppliers
- Lost sales

THREATS

- Insufficient permanent warehouse colleagues
- Competitors
- Market demand
- Economy
- Political Impacts
- Customer Satisfaction

Summary

To improve Truck Chief UK Ltd KPI achievement, Truck Chief UK Ltd suggested including Transportation Management Systems (TMS) and training employees on new software, such as:

- How to use TMS software
- Chat boxes
- Voice picking
- Increase their knowledge on Environmental factors such as waste disposal and what a safe positive work environment looks like.
- Personal development skills.
-

Improving and focusing on these KPIs allows there to be a higher employee satisfaction rate.

TMS uses technology to plan, execute, and optimise product transportation while assuring compliance and maintaining required documentation. This will therefore decrease delivery times for Truck Chief UK Ltd and increase Truck Chief UK Ltd productivity levels by 25%-50% due to the business operating 24/7.

TMS guarantees efficient and timely delivery while giving users control and insight over transportation activities, legal requirements, and administrative processes. Increasing customer satisfaction while managing the warehouse more effectively allows more time to be spent improving staff development. Staff have little opportunity to develop and progress within the organisation, this is because there is insufficient staff to support customer demand. The supply chain is also pressuring suppliers due to the unaligned demand. This increases customer complaints.

Truck Chief UK Ltd working area is currently being stored with cardboard and waste own the isles, which is stating to become a safety hazard. In the previous 4 weeks the warehouse has reported 4 near misses for health and safety, this is why the business should consider voice picking and employee training.

Voce picking is a headset with microphone that is typically attached to a belt, Truck Chief UK Ltd would benefit from new technology like headsets as they allow employees to receive audible instructions and make verbal confirmations from around the warehouse.

As voice picking is hands free it allows Truck Chief UK Ltd employees to be able to become more productive, rather than manually writing notes or checking off items as thy are picked. Voice controlled operatives will direct the following employees so there is no demand for handheld scanners or clipboards. Voice picking would allow Truck Chief UK Ltd employees has a higher element of speed than other ways since it uses your voice, which is the fastest human method of communication. Using their voice rather than a computer, an operative can stay focused on the work and confirm orders or directions much more quickly.

Any new solution that Trucks Chief UK Ltd will implement will be difficult. A disadvantage to implementing voice headsets in Truck Chief UK Ltd, may be the initial financial outlay for a new system and headsets. The typical headset costs upwards of £200. However, because voice picking typically results in increased production due to increased speed and accuracy, costs can be quickly recovered through savings from not having to correct picking errors, as it is a onetime cost rather than an ongoing operating cost, which was preferred.

With implementing new technology with the business, Truck Chief UK Ltd needs to consider the training that will be required for employees to be able to use this technology. Training is the process of enhancing an employee skill set and knowledge to do a specific task or profession. It aims to enhance staff's behaviour within Truck Chief UK Ltd and develops their personal skill set. Over 70% of high-retention-risk employees will leave their company in order to advance their career. Retention rates rise 30-50% for companies with strong learning cultures. Which is why it is important for Truck Chief UK Ltd to be able to offer personal development and training.

Cost can be prohibitive, however increased staff motivation and Employee Training and Development Increase Job Satisfaction will increase the output for Truck Chief UK Ltd and will retain back these costs fast.

Risks to consider for Truck Chief UK Ltd improving KPI achievement including Transportation Management Systems (TMS) and training employees on new software would be factors such as:

- Stock Management from supply chain pressures
- Customer Satisfaction
- Economic growth
- Training Cost

To resolves these risks however, Transportation Management Systems will be put into place to utilise technology and organise, carry out, and optimise the transportation of products while ensuring compliance and keeping up with necessary documentation. Satisfying Truck Chief UK Ltd customers will become a large threat to Truck Chief UK Ltd as customers are demanding there need and complaints are rising. Therefore, New technologies such as chat box, TMS and headsets. GPS, location tracking, and barcode scanning provide data for the softwere, delivering this information in a friendly manner. Truck Chief UK Ltd needs to consider the factors that involve economic issues such as, economic growth, change in inflation rates, interest rates, etc. Because of high purchasing power, this means it is more likely for the business to have more customers, than an economy with low purchasing power because it will have less consumers. Staff can be insufficient at peak times, which means that staff have little opportunities to develop on their own personal development planning (PDP) and the PDP within the workplace is not consistently carried out. Un motivated staff and insufficient workers available is a risk of insufficient staff. That is why it is so crucial to have Personal development and training benefits at Truck Chief UK Ltd and make sure the business has a positive impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.

Task 1.4 Presentation

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	1.4 Presentation
Evidence title / description	Presentation
Date submitted by candidate	DD/MM/YY





Truck Chief UK Ltd Is experiencing two key challenges,

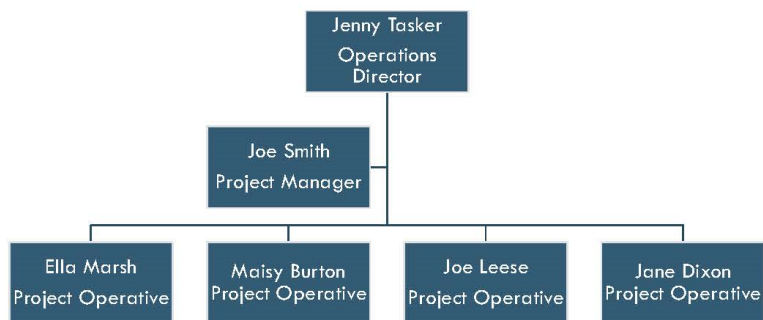
- insufficient permanent warehouse operatives
- lack of technology to support the managing the demand of business.

By failing to do so customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers. This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.

Improvement on Technology and automation.

Logistic reports have shown that 80% of the world's warehouses are running manually, which offers huge potential with using automation within Truck Chief UK Ltd process. Hand in hand with Training staff within the organisation, for new technologies and Personal development.

THE TEAM



Describe how the team works,
Roles and responsibility's
Heirachreal team

TO IMPROVE TRUCK CHIEF UK LTD KPI ACHIEVEMENT

To improve Truck Chief UK Ltd KPI achievement, Truck Chief UK Ltd suggested including Transportation Management Systems (TMS) and training employees on this new software, such as:

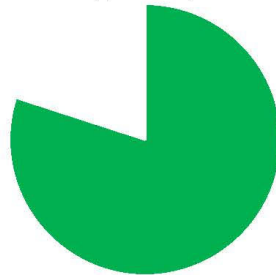
- TMS software
- Voice picking
- Increase their knowledge on Environmental factors such as waste disposal and what a safe positive work environment looks like.
- Personal development skills.



ANALYSING KPI ACHIEVEMENT | Week 9-13

LOW RISK IMPROVEMENT

All inbound goods received, put away within 2 days of delivery

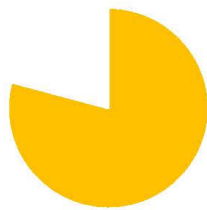


■ KPI Achieved

81%-

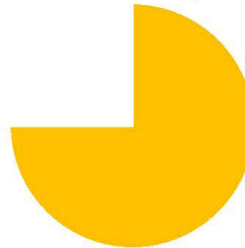
MEDIUM RISK IMPROVEMENT

All ordered picked, packaged and despatched within 2 days of the order being received.



■ KPI Achieved

All returns completed within 24 hours of them arriving onsite.



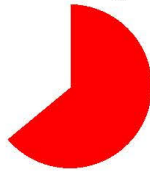
■ KPI Achieved

75%

76%

HIGH RISK IMPROVEMENT

All daily counts completed and all stock discrepancies investigated daily. All daily counts completed and all stock discrepancies investigated daily.



• KPI Achieved

All customer service queries actioned and investigated within 48 hours from when they were actioned.



• KPI Achieved

64%- All daily counts completed and all stock discrepancies investigated daily. All daily counts completed and all stock discrepancies investigated daily

57%- All customer service queries actioned and investigated within 48 hours from when they were actioned.

RISK MANAGEMENT PLAN

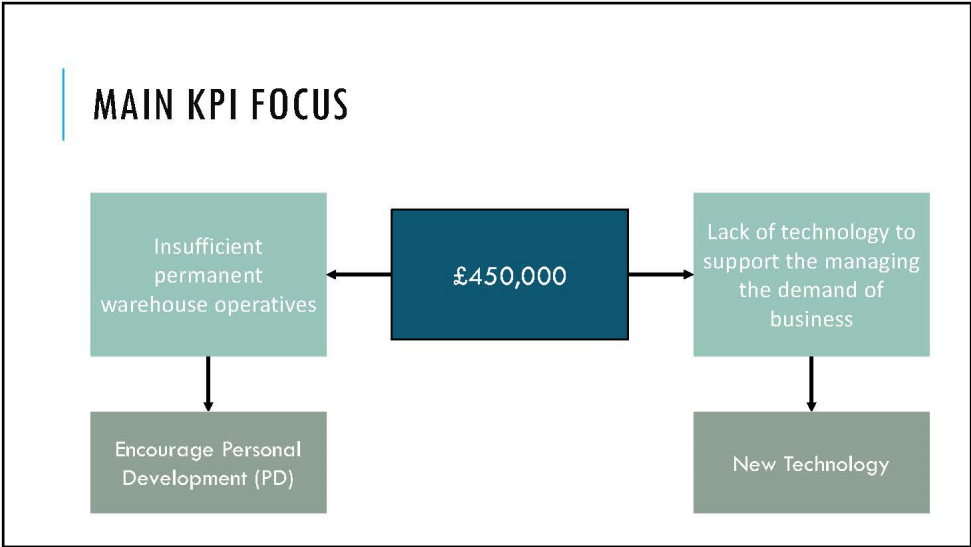
Risk	Probability	Impact	Mitigation Plan
Stock Management from Supply Chain Pressures	Medium	High	Transportation Management Systems
Customer Satisfaction	Medium	High	New technologies such as chat box, TMS and headsets.
Insufficient staff	High	High	Personal development and training.

Transportation Management Systems- Utilise technology to organise, carry out, and optimise the transportation of products while ensuring compliance and keeping up with necessary documentation.

New technologies such as chat box, TMS and headsets. GPS, location tracking, and barcode scanning provide data for the software, delivering this information in a friendly manner.

Truck Chief UK Ltd needs to consider the factors that involve economic issues such as, economic growth, change in inflation rates, interest rates, etc.

Personal development and training benefits Truck Chief UK Ltd and has a positive impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.



Truck Chief UK Ltd has been failing to meet the set KPI targets in the past 18 months, £450,000 budget from capital investment to support improving the business.

By failing to do so

customer service is suffering and Truck Chief UK Ltd is creating an unfavourable image for new potential customers.

This causes an adverse effect on the profit and revenue Truck Chief UK Ltd is making.



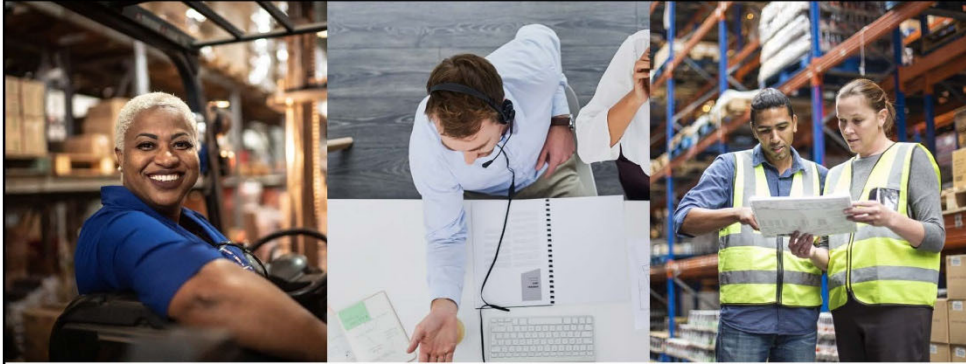
To improve Truck Chief UK Ltd KPI achievement, Truck Chief UK Ltd suggested including Transportation Management Systems (TMS) and training employees on new software, such as:

TRANSPORTATION MANAGEMENT SYSTEMS (TMS) WITH VOICE PICKING



The first solution that Truck Chief UK Ltd would benefit is the improvement on Technology and automation. Logistic reports have shown that 80% of the world's warehouses are running manually, which offers huge potential with using automation within Truck Chief UK Ltd process.

TMS uses technology to plan, execute, and optimise product transportation while assuring compliance and maintaining required documentation.



VOICE PICKING

What is it?
How can Truck Chief UK
benefit from it?

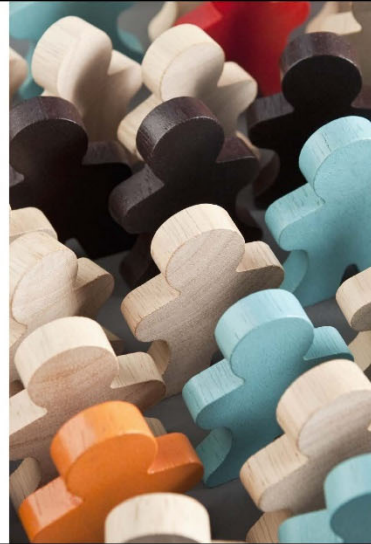
VOICE PICKING

What is Voice Picking?

A headset with microphone that is attached to a belt, they allow employees to receive audible instructions and make verbal confirmations from around the warehouse.

How can Truck Chief UK Benefit from Voice Picking?

As voice picking is hands free it allows Truck Chief UK Ltd employees to be able to become more productive, rather than manually writing notes or checking off items as they are picked.



Voice controlled operatives will direct the following employees so there is no demand for handheld scanners or clipboards.

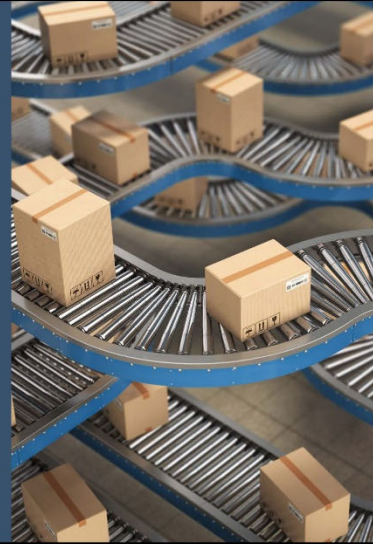
Voice picking would allow Truck Chief UK Ltd employees has

a higher element of speed than other ways since it uses your voice

Using their voice rather than a computer, an operative can stay focused on the work and confirm orders or directions much more quickly.

BENEFITS OF NEW TECHNOLOGY

1. Optimisation routes
2. Updates on delivery data
3. Hands Free
4. Fast communication



A TMS will offer Truck Chief UK Ltd evaluations and analytics in addition to suggestions for the best cost-cutting measures, such as the best vehicle and route to employ for the transport.

Truck Chief UK Ltd may monitor the progress of their products from the beginning of the delivery process all the way to the end, while also seeing any obstacles to delivery.

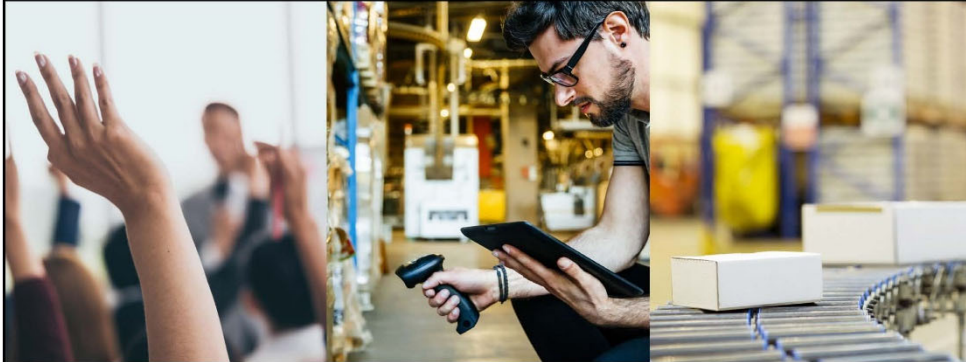
They are informed immediately of any delays. They can respond to problems more swiftly because of this. This in turn offers perception into a company's flaws, enabling general increases in efficiency.

The fact that voice picking is a hands-free method is one of its main advantages.

It is a quicker method of picking because the Truck Chief UK Ltd warehouse workers

won't have to set down their papers or scanner before picking goods. Which not only makes the job more efficient but reduces waste made.

Voice picking has a higher element of speed than other ways since it uses your voice, which is the fastest human method of communication. Using their voice rather than a computer, an operative can stay focused on the work and confirm orders or directions much more quickly.



TRAINING

What is it?
How can Truck Chief UK benefit
from it?

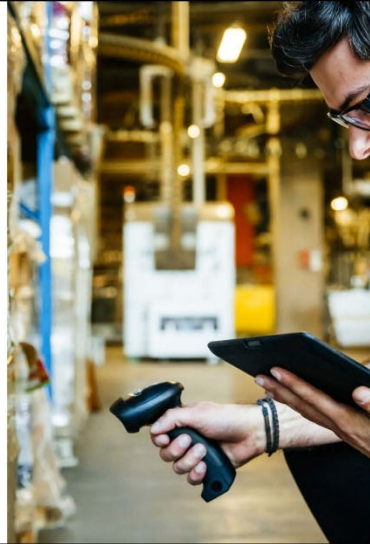
TRAINING

What is Employee training?

Training is the process of enhancing a Employees knowledge and abilities to do a specific task.

How can Truck Chief UK Benefit from Staff training?

It aims to enhance trainees' work ethics and performance on the job.





BENEFITS OF STAFF DEVELOPMENT AND TRAINING

1. Higher Capacity for the Adoption of New Methods and Technologies
2. Helps Companies Keep Pace with Changes in the Industry
3. Increase Job Satisfaction and Morale
4. Lower Employee Turnover

70% of employees would be somewhat likely to leave their current job to work for an organization known for investing in employee development and learning.

34% of employees who left their previous job were motivated to do so by more career development opportunities.

86% of millennials would be kept from leaving their current position if training and development were offered by their employer.

Retention rates rise 30-50% for companies with strong learning cultures



PROJECT SCHEDULE- KPI IMPROVEMENT PERIOD WEEKS 1-4

	17/04/2023	24/04/2023	01/05/2023	07/05/2023
Analyse KPIs				
Research into potential Technology's that increase customer satisfaction				
Complete Project Initiation Document (PID)				
Create Project plan				
Trial Technology e.g headsets & TMS				
Book Training for staff				
Send staff on training				

BUDGET

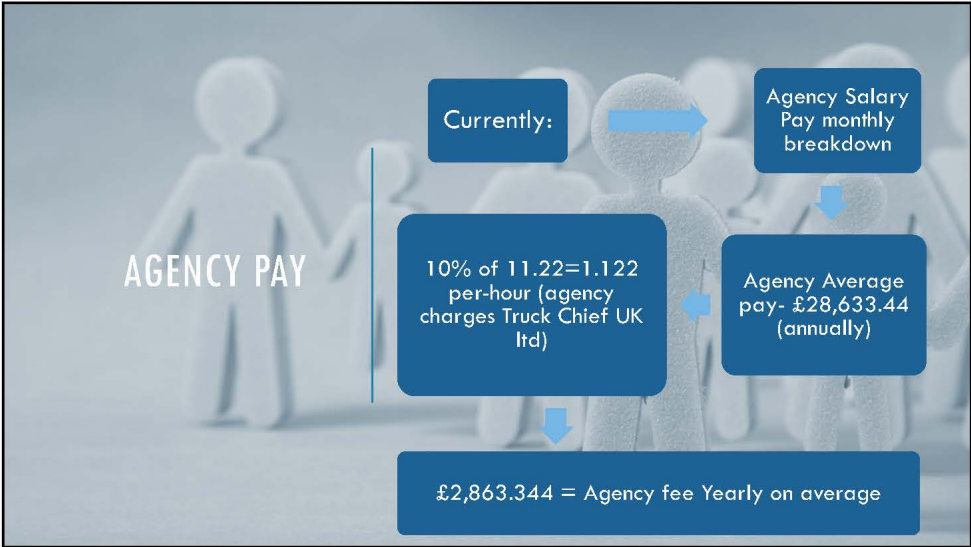
Transportation Management systems are priced monthly at a cost of £100- £300 a month:

ORACLE - £181.10 per month per £1 million annual Freight.

$£181.10 \times 12 = £2173.20$ annually for £1 million annual freight

Headsets- voice picking (£200 per headset)





SALARY PAY

Currently:
Salary Pay monthly breakdown
Average Employee pay- £22,924 (annually)

Agency

£2,863.344 (Agency fee Yearly on average) + £28,633.44
(annually)= £31,496.784

£31,496.784 - £22,924 = £8,572.784 annually savings if all of
Truck Chief UK

Staff wasn't off sick



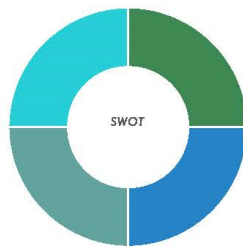
SWOT ANALYSIS

STRENGTHS

- Value of customer service

OPPORTUNITIES

- Improvement on KPIs



WEAKNESSES

- Stock management

THREATS

- Insufficient permanent warehouse colleagues

STRENGTHS

- Experience
- Financial reserves within the business
- Value of customer service

WEAKNESSES

- Stock management
- Demand
- Cash flow
- Areas to improve.
- Suppliers
- Lost sales

OPPORTUNITIES

- Improvement on KPIs

- Automation technologies
- Industry trends
- New products/ Technology
- Areas to improve

THREATS

- Insufficient permanent warehouse colleagues
- Competitors
- Market demand
- Economy
- Political Impacts
- Customer Satisfaction



Employer-Set Project – Presentation Q & A Record (Task 1.4)

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234
Date	DD/MM/YY

Provider name	<provider name>
City & Guilds Provider No.	999999a

Record observation notes below to inform external marking. Notes must be detailed, accurate and differentiating. They should identify areas of strength and weakness to distinguish different levels of performance quality for each of the prompts below. Notes do not need to duplicate information that will be seen by markers in other evidence submitted for the task, eg presentation slides, instead they should focus on things that are observed.

Evidence of core knowledge and skills being applied to the brief

Candidate has used background knowledge well in relation to the brief and shown effective skills in research and referencing research findings in their presentation. Candidate has a clear focus on what they feel are the solutions to the problems faced by Truck Chief Limited. Key points were repeatedly referred to but with limited depth. However, they have stated that they need to improve presentation delivery skills and was clearly very nervous which has impacted on their communication of the brief given.

Presentation technique and use of technical language

Candidate could have had a clearer introduction to their presentation and flow of the content of the presentation was not as smooth as it could be as there was hesitancy and pauses which affected the quality of speech. Body language was positive but eye contact was limited. However, there was evidence of understanding of complex, relevant vocabulary, including technological and business terminology, which was accurate enough to communicate ideas overall. Spelling errors were minor and very limited, e.g. software.

Communication with the audience

Candidate was well-presented and body language was positive but eye contact was limited, mostly due to nerves. Occasionally, as candidate turned whilst speaking at times leading to some difficulty in hearing clearly what was said. Notes were used but not read verbatim, however, their use could improve if they had been put into a better sequence prior to commencing delivery. As summary at the end of the presentation was missed.

Use of digital skills

Candidate has demonstrated that they can use digital media effectively to design and create a presentation, using previously researched information well. Candidate was able to control digital functions in the delivery of the presentation and communicate information using digital media.

Tutor questions to candidate	Candidate responses
What did you find the most challenging aspect of planning and communicating the project to met the objectives outlined in the brief, and how did you overcome this?	Candidate felt research into the KPIs was most challenging and quite difficult to overcome. It took time and they used competitor analysis of similar situations. They were prompted about any challenge in communicating their ideas and said they felt use of PowerPoint was a strength but their delivery needed improvement for future career opportunities.
You have outlined in some detail the risks you anticipate for your proposed business solution, what process did you take to determine these risks?	Candidate referred again to use of research and looking at how competitors dealt with similar challenges in relation to customer dissatisfaction.
Can you tell me how you think that your proposed solution will meet the intended aims of the brief, in relation to costings?	Candidate briefly referred to notes to respond and after a slight hesitation explained that training was key. Candidate was further questioned about costs and although they could not answer directly they handed the question well, stating that research was still underway and they were unsure but would get back to me as numbers needed review. Candidate was able to suggest approximately £130 per online course but did not make clear if they was per person or per course unit.

Any other aspects

--

Tutor signature	Date
X _____	DD/MM/YY

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Task 2.1 Collaborative Problem Solving

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	2.1 Collaborative Problem Solving
Evidence title / description	(i) Operations Director Email (ii) Briefing note
Date submitted by candidate	DD/MM/YY

Good afternoon, J Tasker (Operations Director for Truck Chief UK Ltd) ,

As you are aware, there has been recent productivity issues and we have not been hitting KPIs for the previous three weeks; this is impacting on our efficiency. On checking with the warehouse operatives, there appears to be an issue with the loss of keys for 10 forklift trucks which were purchased from our long-standing supplier 'Speedit Trucks'.

Each forklift should have two sets of keys, however the team have reported that one truck both sets of keys have been lost and for two other trucks there is only one set of keys. Shift managers have come to the project management team for our input and ideas that could be used to help deal with this issue.

The Project team have collaborated ideas in a 30-minute meeting today to discuss the solutions we believe would help the business best. The points discussed within the meeting are as follows:

- Sending a polite email to employees about the whereabouts of keys
- Making customers aware of the issue with the supply chain and the effects on delivery time
- Contacting the Agency to ask if any agency staff are in possession of any lost keys.
- Contacting our insurance to see if we have any insurance on any of the forklift trucks and keys.
- Contacting the Sales manager of 'Speedit Trucks' to see if there can be a negotiation on the price of a set of keys, which currently cost £500.00 per set
- Potential software- Tracking systems, to implement in the future to stop this issue from occurring again.
-

Potential impacts on the business may occur if we do not solve this issue quickly, by not solving the issue it will create lower efficiency times, lower customer service and negative word of mouth, which in hand decreases our achievement of the previous KPIs.

If you have any other suggestions or comments, don't hesitate to send any of the project management team an email.

Thank you,

<first name> <surname>

Good Afternoon Team,

During the last 3 weeks there has been recent productivity issues and we have not been hitting KPIs; this is therefore impacting on our efficiency. On checking with the warehouse operatives, there appears to be an issue with the loss of keys for 10 forklift trucks which were purchased from our long-standing supplier 'Speedit Trucks'.

As you are part of the Truck Chief UK team, we need to inform you on the responsibilities and process of managing forklift keys in future and any consequences of future lost keys. As you are aware, here at Truck Chief UK, we value our customer service highly. Due to the productivity issues, Customer service has been failing, which decreases our achievements in the recent KPIs set.

Therefore, as a team we have set out a new procedure to help avoid the loss of keys happening again in the future.

The new process is as follows:

- Collect the fork key from the shift manager.
- The shift manager will then take note of the key (which will now be numbered, so we can track the keys whereabouts)
- Complete your shift.
- Take the numbered key back the shift manager at the end of the shift.

Consequences of not complying with the new process will result in a verbal warning, as we want to keep our employees as safe as possible. IF a key is not returned after your shift is completed, you will have a text message reminder within 24 hours of your completed shift to return the key. If still not returned, you will have a verbal warning from your shift manager about the whereabouts of the key and 24 hours to return it back to the warehouse. In extreme cases, the failure to return the key will result in dismissal and a fine for the missing key.

Thank you,

Truck Chief Limited UK

Employer-Set Project – Collaborative Problem Solving Observation Record (Task 2.1)

8715-30 T Level Technical Qualification in Management and Administration

8715-033 Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234
Date	DD/MM/YY

Provider name	<provider name>
City & Guilds Provider No.	999999a

Record observation notes below to inform external marking. Notes must be detailed, accurate and differentiating. They should identify areas of strength and weakness to distinguish different levels of performance quality for each of the prompts below.

Communication skills.

Candidate's colleague began the discussion and candidate responded clearly. Candidate made eye contact whilst speaking to their colleague. During any pauses in the discussion candidate would on occasion restart the discussion with a new idea to resolve the issue or reiterate a past idea. Candidate spoke at an appropriate pace and used a range of vocabulary to ensure their ideas were clear. Throughout the discussion candidate demonstrated open body language which encouraged their colleague to respond and share ideas without barriers. Occasionally eye contact was lost when candidate was making notes or glancing at her prepared notes.

Collaboration/contribution to discussion.

The start of the discussion lacked an introduction, but candidate listened to her colleague as she opened the discussion. Candidate agreed with her colleague on the topic of the discussion, candidate on occasion took the lead in the discussion and when their colleague was responding candidate demonstrated skills of active listening, nodding was used to suggest agreement. Candidate clarified and repeated key points as the discussion went along to reinforce key important parts of the discussions. Candidate and their colleague recapped the main points before the end of the discussion, and it was made clear which ideas they would try to implement.

Ideas to solve problem/advantages and disadvantages.

- **Technical accuracy**
- **Application of core knowledge and core skills**

Candidate listened to their colleague and negotiated with their colleague on the ideas put forward, advantages and disadvantages were openly discussed by both candidate and their colleague. Candidate instigated the discussion of the benefits and drawbacks of the tracing system, suggesting benefits would be the keys can be easily located and a drawback being the cost, but candidate was able to justify the cost.

Any other aspects

Tutor questions to candidate	Candidate responses
None required	

Tutor signature	Date
<u> x </u>	DD/MM/YY

If completing electronically, double click next to the 'X' to add an electronic signature once the record is **finalised**.

Task 2.2 Evaluation

Assessment number (eg 1234-033)	8715-033
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	2.2 Evaluation
Evidence title / description	Evaluation
Date submitted by candidate	DD/MM/YY

Evaluation

Truck Chief UK Ltd has been failing to meet the set KPI targets in the last 18 months, which is because of the new contractors held within the business. Operations directors have provided the project management team with £450,000 budget from capital investment to support the improvement of the business. Truck Chief UK experienced two key challenges, which the project management team chose to focus on was insufficient permanent warehouse operatives and the lack of technology to support the management of demand from the business. By failing to do so, customer service suffered, and Truck Chief UK created an unfavourable image for new potential customers. This thereby caused an adverse effect on the profit and revenue that was being made by Truck Chief UK Ltd.

Truck Chief UK Ltd stands to benefit from investing time, money and resources in order to exceed customer satisfaction. During improving KPIs, the business successfully gained a better understanding on why employees weren't feeling as motivated when they came into work. Which is why all tasks within the project will be mentioned as I conduct the views on how we improved the KPI achievement rates.

During the process of improving the businesses KPI achievement, I believe I contributed well within the team. However, if I were to do this project again with the knowledge I know now, there are some steps I would go back and improve on, such as budgeting and researching the cost of headsets and other technology. I have chosen budgeting as an area for improvement, as the business would have benefitted from the project because as a team, we would have been able to budget more precisely and able to predict the amount of money it would cost.

Throughout the process of completing the plan-on-a-page, I quickly realised that it is the best format for me, as it allows me to show my findings, implement the project in the clearest way possible and enabled me to find everything that I needed for the improvement of KPIs. The plan-on-a-page also helped the team and I to focus on the key points of the project, such as the highest risk and the probability of the risk, the description and impact that the risk would have. Developing a migration plan for these risks, allowed the team and I to see clearly how the best way is to deal with the problem, which quickly gave us a summary of all the possible changes, adaptations and resolutions that Truck Chief Ltd had to offer.

The team and I focussed mainly on the improvement of customer service. This highly impacted the KPI achievement positively, due to it being the highest and most likely risks in the business. To resolves these risks, Transportation Management Systems will be put into place to utilise technology and organise, carry out, and optimise the transportation of products while ensuring compliance and keeping up with necessary documentation. Satisfying our customer then become a large priority to Truck Chief UK Ltd as customers were demanding there need and the complaints received were rising. Therefore, New technologies such as TMS and headsets, are going to be introduced.

During research Truck Chief UK Ltd, all customer service queries actioned and investigated within 48 hours from when they were received was the lowest KPI achievement rate at 57%. Resulting in 43% of complaints and queries not being dealt with within these 48 hours, this meant that the customer was not satisfied, which creates a negative business image, which had a negative impact on revenue and profit made. That is why it is so crucial to have Personal development and training benefits at Truck Chief UK Ltd and make sure the business has a positive impact on an employee career development. Employee motivation and job satisfaction are increased when they believe that their company is assisting them in expanding their skill set and knowledge base. Retention rates rise 30-50% for companies with strong learning cultures, which allows another KPI to be achieved, due to the staff retention level improvement.

I completed the project well, especially when being faced by problems and challenges throughout, and finding ways to overcome these problems and come up with a solution either independently or within a team discussion. Strength and determination were also something that I believe I excelled at during this task. During my presentation, as I was slightly nervous and started to stutter, I froze, and my mind went black. To overcome my nerves, I showed strength and determination and took a deep breath and started that slide again. Which in my opinion shows strength and independence.

Again, within the PowerPoint I found it quite difficult to have the confidence to be able to stand up and present your own PowerPoint it can be, but improving your confidence allows you to progress. During the group discussion to solve one of the issues from the improvement of KPIs. Throughout the last 3 weeks there has been recent productivity issues and we have not been hitting KPIs; this is therefore impacting on our efficiency. During the meeting we checked with the warehouse operatives, there appeared to be an issue with the loss of keys for 10 forklift trucks which were purchased from our long-standing supplier 'Speedit Trucks'. Each forklift should have two sets of keys; however, the team have reported that one truck both sets of keys have been lost and for two other trucks there is only one set of keys. Shift managers have come to the project management team for our input and ideas that could be used to help deal with this issue. Therefore yesterday, the Project team collaborated ideas in a 30-minute meeting to discuss the solutions on we believed would help the business best. The points discussed within the meeting were as follows: Sending a polite email to employees about the whereabouts of keys, making customers aware of the issue with the supply chain and the effects on delivery time, Contacting the Agency to ask if any agency staff are in possession of any lost keys, Contacting our insurance to see if we have any insurance on any of the forklift trucks and keys, Contacting the Sales manager of 'Speedit Trucks' to see if there can be a negotiation on the price of a set of keys, which currently cost £500.00 per set and the Potential software that the business can adopt such as tracking systems, to implement in the future to stop this issue from occurring again. This was my strongest point within the whole project as I enjoyed collaborating with other team members to exchange ideas and options to adopt the best idea to take on board.

Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

Should you require assistance, please contact us using the details below:

Monday - Friday | 08:30 - 17:00 GMT

T: 0300 303 53 52

E: technicals.quality@cityandguilds.com

W: <http://www.cityandguilds.com/tlevels>

Web chat available [here](#).

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