ENGINE
LOGISTICS

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Engine Logistics

- Jose Garza and Lorenzo Diaz.

- Austin Tx.

- Delivery services

What is Amazon DSP / Requirements

Deliver Service Partner

- Costumer Happy
- Fast delivery (same day)
- Logistic network

Requirements

- Met the given load time
- Follow driving standards
- Deliver on time

D

DEFINE

- Launch Team
- Establish Charter
- Plan Project
- Gather the Voice of the Customer
- Plan for Change

M

MEASURE

- Document the Process
- Collect Baseline data
- Narrow project focus

A

ANALYZE

- Analyze Data
- Identify Root Cause
- Identify and Remove Wastes

I

IMPROVE

- Generate Solutions
- Evaluate Solutions
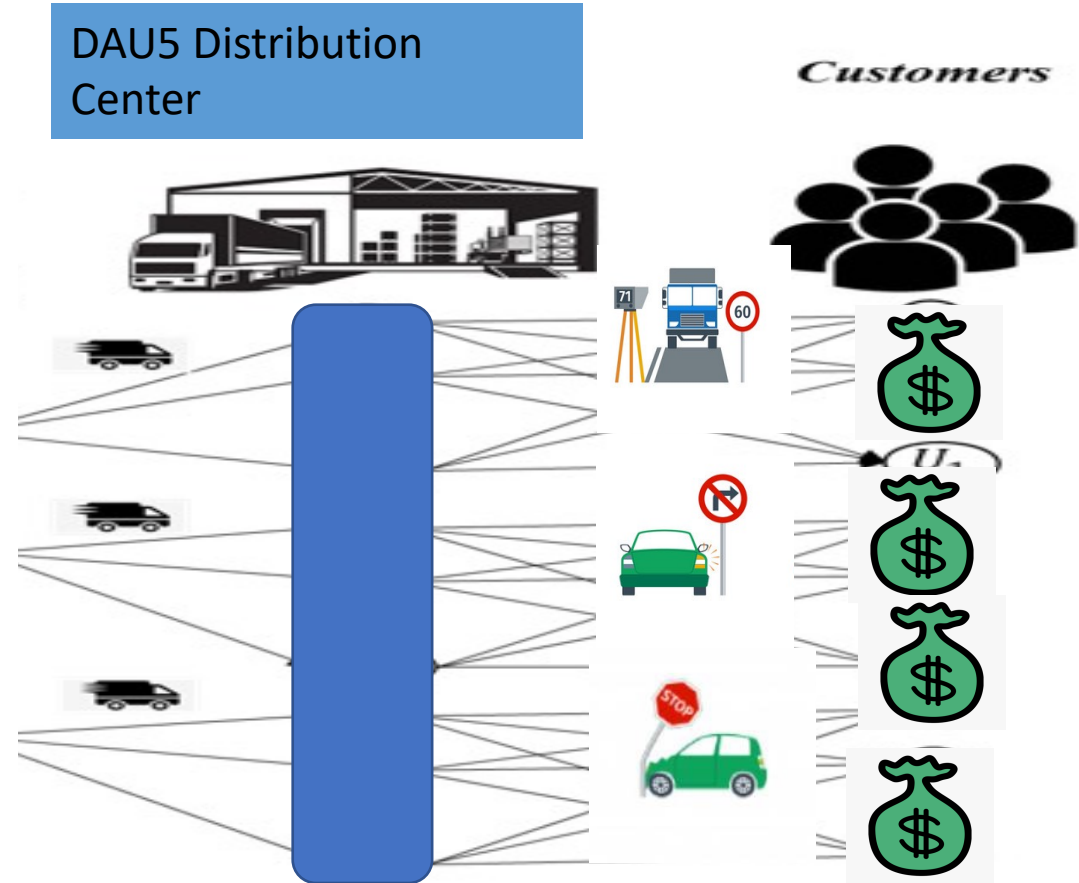- Optimize Solutions
- Pilot
- Plan and implement

C

CONTROL

- Control the Process
- Validate project benefits

Problem Statement

- Reduce Infractions
  - Maximize Profit
  - Improve performance

DAU5 Distribution Center

Customers

Voice of the customer

- Engine logistics

MEASURE

Type of Bonus	Compensation	Packets Delivered Week 3	Profit Obtained by Bonus
Great	$0.00		
Fantastic	$0.07		
Fantastic Plus	$0.15	49003	$7,350.45

VS

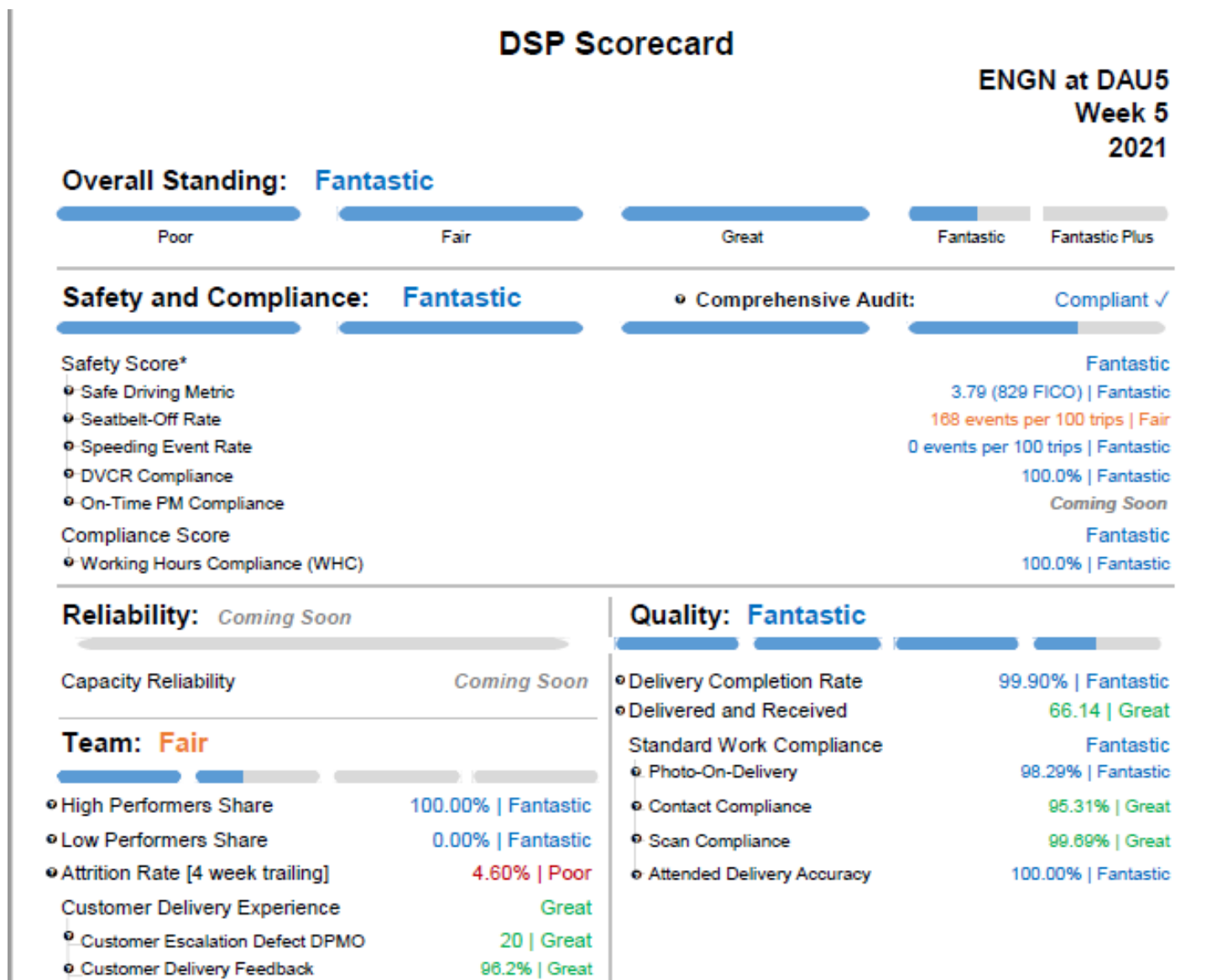| Type of Bonus	Compensation	Packets Delivered Week 3	Profit Obtained by Bonus
Great	$0.00		
Fantastic	$0.07	49930	$3,495.10
Fantastic Plus	$0.15		

	Day	Date	Rescue	Training	NR 1	NR 2	XL Van	Lg Van	Custom Delivery Van	Step Vans	Total Packages	Operational Route Counts	Total Routes	Miles
Week 1	Sunday	1/3/2021	0	0	0	0	15	2	0	9	7742	26	26	1032
	Monday	1/4/2021	0	0	0	0	15	2	0	9	7844	26	26	1113
	Tuesday	1/5/2021	0	0	0	0	15	2	0	9	7395	26	26	1034
	Wednesday	1/6/2021	0	0	0	0	15	2	0	9	7471	26	26	1013
	Thursday	1/7/2021	0	1	0	0	15	4	0	10	8495	29	30	1169
Fantastic Plus	Friday	1/8/2021	0	1	0	0	15	4	0	10	8551	29	30	1120
	Saturday	1/9/2021	0	0	0	0	15	4	0	10	8229	29	29	1188
Week 2	Sunday	1/10/2021	0	0	0	0	15	5	0	10	7553	30	30	1238
	Monday	1/11/2021	0	0	0	0	15	1	0	10	7406	26	26	1181
	Tuesday	1/12/2021	0	0	0	0	15	1	0	10	7991	26	26	996
	Wednesday	1/13/2021	0	0	0	0	15	1	0	10	7852	26	26	1071
	Thursday	1/14/2021	0	0	0	0	15	1	0	10	7352	26	26	1050
Fantastic Plus	Friday	1/15/2021	0	0	0	0	15	3	0	9	7280	27	27	1163
	Saturday	1/16/2021	0	0	0	0	15	3	0	9	7282	27	27	1158
Week 3	Sunday	1/17/2021	0	0	0	0	16	0	0	9	7099	25	25	1064
	Monday	1/18/2021	0	0	0	0	15	0	0	9	7241	24	24	938
	Tuesday	1/19/2021	0	0	0	0	15	0	0	9	7016	24	24	1113
	Wednesday	1/20/2021	0	0	0	0	15	0	0	9	7099	24	24	1003
	Thursday	1/21/2021	0	0	0	0	15	0	0	9	6975	24	24	1082
Fantastic	Friday	1/22/2021	0	0	0	0	15	0	0	9	7286	24	24	1011
	Saturday	1/23/2021	0	0	0	0	16	0	0	8	7214	24	24	944
Week 4	Sunday	1/24/2021	0	0	0	0	15	0	0	8	6741	23	23	983
	Monday	1/25/2021	0	1	0	0	15	0	0	8	7062	23	24	989
	Tuesday	1/26/2021	0	1	0	0	17	0	0	8	7803	25	26	1031
	Wednesday	1/27/2021	0	1	0	0	16	0	0	8	7571	24	25	954
	Thursday	1/28/2021	0	0	0	0	16	0	0	7	6952	23	23	1014
Fantastic Plus	Friday	1/29/2021	0	0	0	0	17	0	0	7	7398	24	24	1142
	Saturday	1/30/2021	0	0	0	0	16	0	0	7	7129	23	23	1115
Week 5	Sunday	1/31/2021	0	0	0	0	17	0	0	7	7181	24	24	978
	Monday	2/1/2021	0	1	0	0	18	0	0	7	7164	25	26	1211
	Tuesday	2/2/2021	0	2	0	0	17	0	0	7	7039	24	26	999
	Wednesday	2/3/2021	0	1	0	0	16	0	0	7	6821	23	24	948
	Thursday	2/4/2021	0	0	0	0	17	0	0	7	7746	24	24	984
Fantastic	Friday	2/5/2021	0	0	1	0	16	0	0	7	7342	24	24	963
	Saturday	2/6/2021	0	0	0	0	17	0	0	7	7521	24	24	942

Individual Report (example week 5 in 2021)

Transporter ID	Overall Tier	Delivered	Key Focus Area	FICO Score	Seatbelt-Off Rate	Speeding Event Rate	DCR	DAR	SWC-POD	SWC-CC	SWC-SC	SWC-AD
A14FZAAN71Q7LK	Fantastic	1,211	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	99.49%	100.00%	100.00%	0
A296I0U05KCTRO	Fantastic	1,088	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	99.51%		100.00%	0
A15KUY1UTB6OGI	Fantastic	153	Photo-On-Delivery	Coming Soon	Coming Soon	Coming Soon	100.00%	100	98.13%		100.00%	0
AGEEZRIU02NBT	Fantastic	645	Delivery Completion Rate	850	0.00	0.00	99.85%	100	100.00%		100.00%	0
A3SKV2I3LCEIR8	Fantastic	893	Delivery Completion Rate	850	0.00	0.00	99.89%	100			100.00%	0
A3BCL6ZW7Z2DZ6	Fantastic	1,375	FICO	838	0.00	0.00	100.00%	100	99.00%		100.00%	0
A1QTGF4PSQRVAN	Fantastic	1,456	Delivery Completion Rate	850	0.00	0.00	99.93%	100	99.58%	100.00%	99.93%	0
A20FCVVUGBJ94Y	Fantastic	1,305	Delivery Completion Rate	850	Coming Soon	Coming Soon	99.62%	100	98.07%	100.00%	99.85%	0
A1MGT233RKNVIT	Fantastic	889	Delivery Completion Rate	Coming Soon	Coming Soon	Coming Soon	99.89%	100	100.00%		100.00%	0
A3SGOF3S1IU62L	Fantastic	618	Scan Compliance	850	0.00	0.00	100.00%	100	98.22%		99.35%	0
A1AYFUOVZ77SN8	Fantastic	1,298	Photo-On-Delivery	850	0.00	0.00	100.15%	100	91.02%	100.00%	99.92%	0
A3MU7HEVOQGZJ7	Fantastic	509	Photo-On-Delivery	850	Coming Soon	Coming Soon	100.00%	100	92.98%	100.00%	99.80%	0
A21K0OVF8TZOZQ	Fantastic	1,190	Photo-On-Delivery	842	0.00	0.00	100.08%	100	95.38%	100.00%	99.92%	0
A13GOFSDOCEQPT	Fantastic	1,005	Scan Compliance	Coming Soon	Coming Soon	Coming Soon	100.00%	100	98.10%		99.80%	0
A3MS9KLDD1INX9	Fantastic	308	Scan Compliance	846	0.00	0.00	99.68%	100	96.40%		99.68%	0
A1WHPUYUVVFDU1	Fantastic	1,323	Delivered and Received	850	0.00	0.00	99.92%	77	95.96%	100.00%	99.92%	0
A2XLFYKCXCZFRU	Fantastic	699	Scan Compliance	835	0.00	0.00	99.71%	100	99.14%		98.43%	0
A253KBI3HG9DKZ	Fantastic	946	Delivered and Received	850	0.00	0.00	99.89%	55	99.55%		100.00%	0
A3HAFGG8E0JDKJ	Fantastic	1,521	Scan Compliance	837	0.00	0.00	100.00%	78	98.85%		99.08%	0
A1PE4HVI0FP6AN	Fantastic	836	Delivered and Received	850	0.00	0.00	100.00%	44	99.32%		100.00%	0
A3LQEU454WFQMJ	Fantastic	1,476	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	78	100.00%		99.80%	0
A2G0P1GQLUK2PQ	Fantastic	944	Scan Compliance	Coming Soon	Coming Soon	Coming Soon	99.89%	100	99.15%		99.15%	0
A1PVFU9WKF1KFQ	Fantastic	1,291	Delivered and Received	837	0.00	0.00	99.77%	76	98.51%		99.54%	0
AM04AIF8JM9H1	Fantastic	1,560	Seatbelt Off Rate	850	0.80	0.00	100.00%	100	99.31%	100.00%	99.74%	0
A1COKU7WOD8DR4	Fantastic	1,265	FICO	782	0.00	0.00	99.92%	100	98.20%		99.76%	0
A2TRB7V2TJ8AM7	Fantastic	1,677	Contact Compliance	Coming Soon	Coming Soon	Coming Soon	99.82%	82	99.59%	66.67%	100.00%	0
A1OWLD06GOWV6T	Fantastic	1,542	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	99.74%	79	98.86%		99.55%	0
A326VVD0YTFU7Z	Fantastic	1,416	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	76	98.67%		99.01%	0
A1MNBMMDYAD6IF	Fantastic	1,214	Delivered and Received	850	0.00	0.00	100.00%	0	100.00%	100.00%	100.00%	0
A2QQM1HRIK4VUD	Fantastic	1,579	Delivered and Received	844	0.20	0.00	99.81%	32	99.62%		100.00%	0
A1QIEOB8BC4PDG	Fantastic	1,376	Delivered and Received	850	0.00	0.00	100.00%	0	98.37%	100.00%	100.00%	0
AF1OZEHP4USWS	Fantastic	236	Seatbelt Off Rate	821	1.50	0.00	100.00%	100	100.00%		100.00%	0
AE416TLIS4SGD	Fantastic	1,260	Seatbelt Off Rate	838	0.75	0.00	99.84%	74	99.39%	100.00%	100.00%	0
A3FOZ4NUIQJGAE	Fantastic	1,244	Delivered and Received	850	0.00	0.00	99.84%	0	98.45%	100.00%	100.00%	0
AFD1HNNLCZ7P8	Fantastic	1,219	Contact Compliance	Coming Soon	Coming Soon	Coming Soon	99.84%	100	98.81%	50.00%	98.93%	0
AH5OGZGAOCUQC	Fantastic	1,284	Delivered and Received	841	0.00	0.00	99.92%	0	99.18%	100.00%	100.00%	0
A1P6FHZ5L11EU1	Fantastic	776	Delivered and Received	850	0.00	0.00	99.74%	0	98.69%	100.00%	98.07%	0
AAOC9HHLD1SHO	Fantastic	1,224	Seatbelt Off Rate	806	1.33	0.00	99.84%	100	99.86%	75.00%	99.84%	0
A3KZC5QCLLIIAR	Fantastic	1,394	Delivered and Received	844	0.40	0.00	100.00%	0	100.00%	100.00%	99.00%	0
A3O0EXRPN4XEOG	Fantastic	989	Delivered and Received	827	0.00	0.00	99.80%	0	95.85%		99.60%	0
A2Y5QVFJV5DCW0	Fantastic	824	FICO	707	0.00	0.00	100.00%	0	96.00%	100.00%	100.00%	0
A31HOS2KFF7B9Z	Fantastic	655	Delivered and Received	Coming Soon	Coming Soon	Coming Soon	100.00%	0	99.13%		99.85%	0
AXXXA59GOO7VS	Fantastic	1,202	Seatbelt Off Rate	800	4.25	0.00	100.00%	74	94.60%		99.75%	0

Scorecard

DSP Scorecard

Overall Standing: Fantastic

| Poor | Fair | Great | Fantastic | Fantastic Plus |

Safety and Compliance: Fantastic   • **Comprehensive Audit:** Compliant ✓

Safety Score* — Fantastic
- Safe Driving Metric — 3.79 (829 FICO) | Fantastic
- Seatbelt-Off Rate — 168 events per 100 trips | Fair
- Speeding Event Rate — 0 events per 100 trips | Fantastic
- DVCR Compliance — 100.0% | Fantastic
- On-Time PM Compliance — *Coming Soon*

Compliance Score — Fantastic
- Working Hours Compliance (WHC) — 100.0% | Fantastic

Reliability: *Coming Soon*

Capacity Reliability — *Coming Soon*

Team: Fair

- High Performers Share — 100.00% | Fantastic
- Low Performers Share — 0.00% | Fantastic
- Attrition Rate [4 week trailing] — 4.60% | Poor

Customer Delivery Experience — Great
- Customer Escalation Defect DPMO — 20 | Great
- Customer Delivery Feedback — 96.2% | Great

Quality: Fantastic

- Delivery Completion Rate — 99.90% | Fantastic
- Delivered and Received — 66.14 | Great

Standard Work Compliance — Fantastic
- Photo-On-Delivery — 98.29% | Fantastic
- Contact Compliance — 95.31% | Great
- Scan Compliance — 99.69% | Great
- Attended Delivery Accuracy — 100.00% | Fantastic

Reliability: *Coming Soon*

Capacity Reliability   *Coming Soon*

Team: Fair

High Performers Share	100.00% | Fantastic
Low Performers Share	0.00% | Fantastic
Attrition Rate [4 week trailing]	4.60% | Poor
Customer Delivery Experience	Great
Customer Escalation Defect DPMO	20 | Great
Customer Delivery Feedback	96.2% | Great

Quality: Fantastic

Delivery Completion Rate	99.90% | Fantastic
Delivered and Received	66.14 | Great
Standard Work Compliance	Fantastic
Photo-On-Delivery	98.29% | Fantastic
Contact Compliance	95.31% | Great
Scan Compliance	99.69% | Great
Attended Delivery Accuracy	100.00% | Fantastic

Recommended Focus Areas

1. Attrition Rate
2. Customer Escalation Defect DPMO
3. Seatbelt-Off Rate

Improving to achieve top Attrition Rate, Customer Escalation Defect DPMO, and Seatbelt-Off Rate scores would improve your Overall Standing.

Current Week Tips

1. Focus on hiring quality drivers. Be transparent when describing job expectations, environment, and shift schedule
2. In addition to infraction emails, check your weekly infraction report and scorecard weekly to look for patterns and identify which drivers may need deeper retraining for repeat infractions.
3. Make sure that your drivers wear their seatbelts all the time, no matter how short the distance is between stops.

DSP Scorecard

Overall Standing: **Fantastic**

Poor	Fair	Great	Fantastic	Fantastic Plus

Safety and Compliance: **Fantastic**   • **Comprehensive Audit:**   Compliant ✓

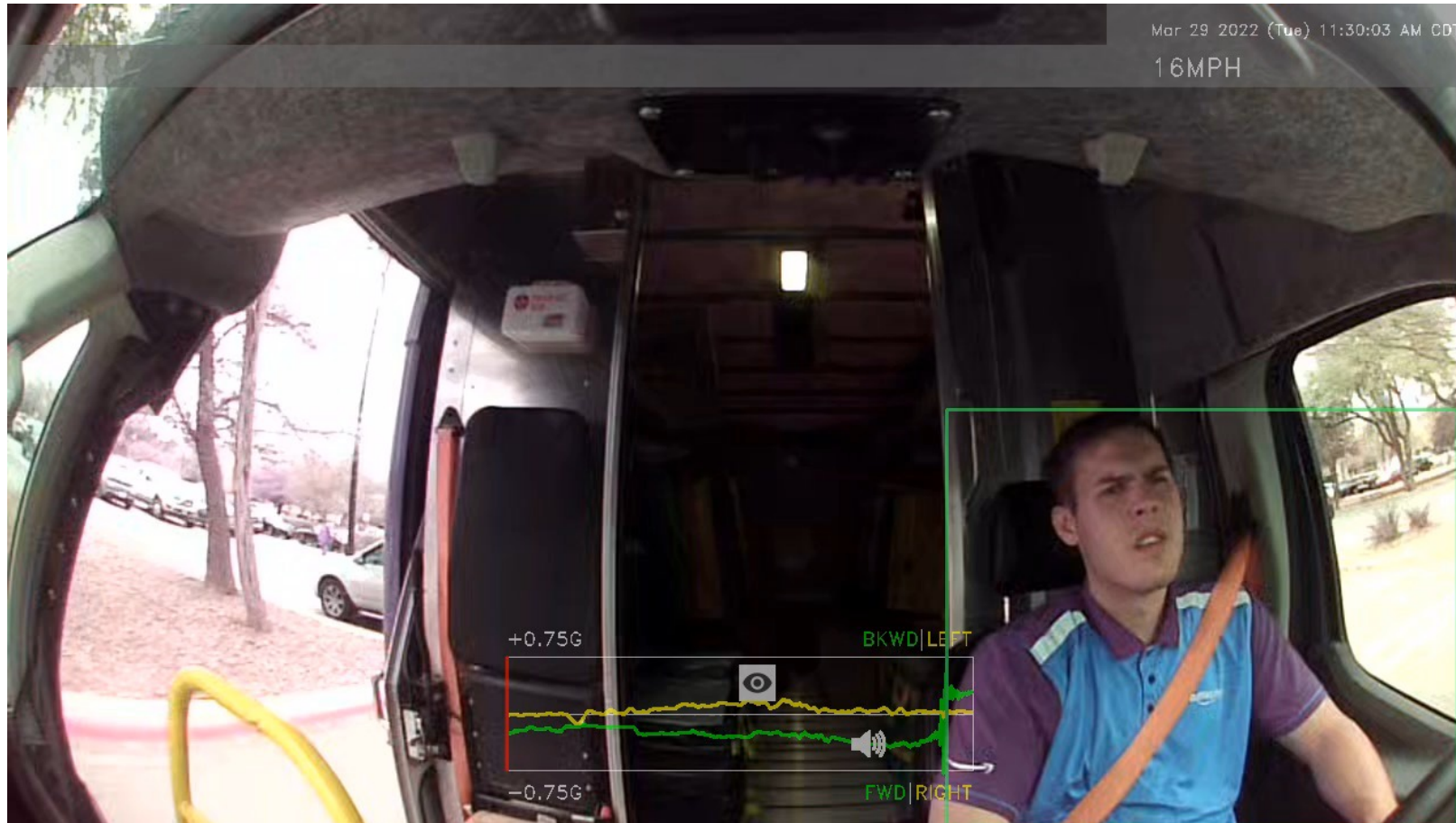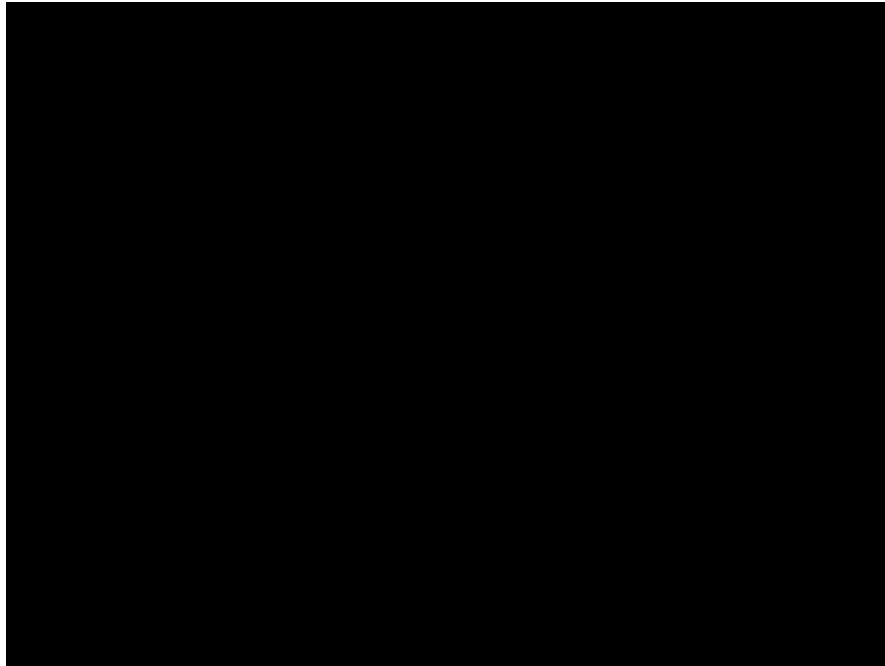| Safety Score*	Fantastic
• Safe Driving Metric	3.79 (829 FICO) | Fantastic
• Seatbelt-Off Rate	168 events per 100 trips | Fair
• Speeding Event Rate	0 events per 100 trips | Fantastic
• DVCR Compliance	100.0% | Fantastic
• On-Time PM Compliance	*Coming Soon*
Compliance Score	**Fantastic**
• Working Hours Compliance (WHC)	100.0% | Fantastic

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Safe Driving

FICO Score

- Seatbelt
- Speeding
- Distraction
- Hard cornering
- Hard braking
- Backing

Distractions

Stop Violation Errors Detected

Seatbelt Off Rate

Row Labels	Min	Max	Average of Seatbelt Off Rate
Fair	87	297	154.125
Fantastic	0	62	21.66666667
Great	53	88	72.5
Grand Total	**0**	**297**	**98.84210526**

Row Labels	Min	Max	Average of Seatbelt Off Rate
Fair	101	419	213.6923077
Great	57	91	72
Grand Total	**57**	**419**	**159.7142857**

Speeding Events

Row Labels ▾	Min	Max	Average Speeding Event Rate
Fair	19	44	33.16666667
Fantastic	2	7	4.5
Great	11	33	18.71428571
Poor	52	64	57.6
Grand Total	**2**	**64**	**31.35**

Row Labels ▾	Min	Max	Average Speeding Event Rate
Fair	38	38	38
Fantastic	0	10	3.7
Great	10	32	18.625
Grand Total	**0**	**38**	**11.78947368**

Distractions Rate

Row Labels	Min	Max	Average of Distractions
Fair	56	87	72.5
Fantastic	1	9	3.833333333
Great	14	34	24
poor	161	384	309.6666667
(blank)			
Grand Total	**1**	**384**	**75.35**

Row Labels	Min	Max	Average Distractions Rate
Fair	50	50	50
Fantastic	0	9	3.6
great	16	46	32.6
Poor	40	384	243.375
Grand Total	**0**	**384**	**114.6315789**

2021 Standing

ROW LABELS	COUNT OF OVERALL STANDING
Fantastic	22
Fantastic Plus	9
Great	20
Grand Total	51

Packets Delivered

- Year 2021
  2,976,174
- Expected Increase of 33%
  3,958,311

Packet Volume Detailed

	Overall Avg	Fantastic Avg	Fantastic Plus Avg
Package Averages	58356	58525	48930
Package Averages with 33%	77614	77838	65077

Bonus Profit Analysis

Number of Packages Delivered 2021	Bonus Received 2021	Number Packets with an Increase of 33%	Increase and Improvement		
			10%-2 Wks.	25%- 5 Wks	35%- 7 Wks.
2,976,174	$ 160,371.67	3,958,311	$ 226,630.74	$ 241,804.48	$ 255,116.17

Next Steps |Analyze|

Potential Solutions
- Training
- Applications
- Standardization of compliance officer

Budget Availability

- **Expected, increase in packets and performance (2022)**
  - Profit: $66,259

- **Application cost $9/employee**
  - Average number of employees: 78
  - Total Cost, $8,424

- **Expected Profit Return**
  - 1.53 Months
  - 7.87 Times/Year

Application Implementation

- Contact HERA.

- Get data for HERA.

- Export data to HERA and learn app functions.

- HERA training for managers.

hera
a dsp's best friend

Implementation Continued

- Coaching (what to improve)
- Types of Infraction Metrics
  New Strategies

Implementation Continuation

- Determine Bonus/Reward System

- Learning Curve; 2 weeks

- Launch

Conclusion

Other Perspectives
- Number of routes
- Packages being delivered
- Delivery Location

Conclusion Continuation

Conduct Sustainable Analysis

- First month every week.
- Next five months biweekly.
- Rest of the year every month.

Conclusion Continuation

Sustainable question

- Application Expense
- Application performance