

DoD Freight Transportation Services (DFTS) Metrics

Agenda

- Key Performance Indicator Contract Requirements
- Collection Process
- Crowley's Metrics Team
- PMO Metrics Team
- TO Roles
- Questions

DFTS Key Performance Indicators

Performance Objective	Performance Threshold
On-time Pickup	98% of shipments are picked up on time each month at the enterprise level AND 95% of shipments are picked up on time each month at each site for each mode
On-time Delivery	98% of shipments are delivered on time each month at the enterprise level, 95% of shipments are delivered on time each month at the site level
Loss and Damage Shipments	98% of shipments are loss and damage free each month at both the enterprise and site level
Loss and Damage Claims Status	98% of claims are resolved within 180 calendar days at both the enterprise and site level
IT System Availability	99% of the time each month the IT system is fully functional at both the enterprise and site level
Small Business Subcontracting	Required Goals: 28% Total Small Business 7.7% Small Disadvantaged Business 4% Veteran Owned Small Business 3.1% Service Disabled Veteran Owned Small Business 1% Certified Hubzone Small Business 3% Women Owned Small Business

How Metrics Data is Collected

- 3PL Provided Data
 - Ad Hoc Report Capability
 - Monthly Status Reports

- Government Provided Data
 - Shipper System Reports (DSS, GFM)
 - IGC Data (Carrier Performance Enhancement)
 - Customer Satisfaction Reports
 - Collected from 3PL's system
 - Calls, E-mails, or Web Reports on Issues



3PL Internal Process/Responsibilities

- Knowledgeable/Responsive Customer Service Team
 - Responds to ALL Customer Issues
 - Tracks Issues to Closure
 - Notifies Customer Upon Resolution
- Metrics Team
 - Monitors Performance Metrics Daily
 - Produces Key Reports Daily – Internal to 3PL
 - Issues Performance Exception Alerts to 3PL
 - Produces Weekly Reports Detecting Key Metrics Trends
 - Carriers Falling Below Specified Action Limits
 - Evaluates Causes - Initiates Corrective Action Plans
 - Monitors Carrier Progress Within Established Timeline
 - Removes Carriers From Service Upon Failure to Improve

PMO Metrics Team Tasks/Responsibilities

- Collects Data Submissions
 - DSS, GFM, CMOS, GTN
 - 3PL's Raw Data
 - Incident Reports
- Analyzes and Evaluates Performance Data
 - Compares 3PL's Reports With Internal Analysis
 - Discusses With 3PL to Adjudicate Differences
- Prepares Monthly/Quarterly Reports
- Prepares for Bi-Monthly Program Mgmt Reviews
- Evaluates Small Business Participation

TO/OO Input to DFTS Metrics

Shipping and Receiving Activities

- Identify, Document and Report
 - Late Freight Pick-up/Delivery Events
 - Equipment Shortfalls (Pools, Safety)
 - Loss/Damage Shipments
 - Unavailability of 3PL's IT System
 - Customer Support Issues
 - Submit via Web-Based Incident Tool
- Validate 3PL's EXP/PUC Exception Requests
- Electronically Reported Directly to TO/OO
 - E-mail, Web-tool (pending development)



3PL Incident Tool

- 3PL provided Web-based Incident Tool
 - Designed to Log and Track Reported Issues
 - Late pickups/deliveries, driver rudeness, unacceptable equipment, etc.
 - Urgent (Hot) Issues
 - Users Should Call the 24/7 Customer Center
- Every submission is Time-Stamped and Tracked to Resolution
- 3PL will respond within 24 hrs
 - If response is acceptable and no further comment from TO, 3PL will close feedback within 48 hrs
- Reports Generated
 - Process Time
 - Final Resolution Results
- Users, CORs and PMO can:
 - Monitor submissions
 - Track trends
 - Monitor Hot issues

Incident Reports

- Reports are Multi-Purposed:
 - 3PL's Desire to Support their Customers
 - PMO's Requirement to Monitor Health of the Program
- Data Collected is Used For:
 - Trend Analysis (3PL/PMO)
 - Program Management Reviews (3PL/PMO)
 - Quality Assurance Surveillance Plan - QASP (PMO)
 - Monthly Reports to Stakeholders (PMO)
 - Agency Command Leadership
 - And You

