



Results+

Improved Process for New Drivers Results in Better Efficiencies and Increased Compliance

Two common situations, two opportunities

Every fleet office needs to efficiently provide vehicles to drivers, and to monitor the quality of their driving. For this giant U.S. producer and marketer of beer, wine, and spirits, meeting these challenges not only promised to upgrade service to the drivers, but to save precious time for the fleet office.

Starting with smarter processes

A better new-driver process required a year-long cooperative effort born in weekly huddles between the fleet office, HR, and Wheels. The stakeholders built a process map of fleet-setup tasks and established clear roles of all parties for three distinct types of new drivers: a new hire, a transfer across departments, and a pool driver employee becoming a full fleet driver.

Meanwhile, safety monitoring for the whole fleet was begun through a yearly review of Motor Vehicle Records (MVR), administered by Wheels.

Arriving at better outcomes

The painstaking prep for new drivers yielded a process of logical, accountable steps with clear owners: initial setup in Wheels FleetView™ and DriverView™, MVR authorization and risk review, and vehicle assignment. This process reduced process hiccups, speeded turnaround time, and clarified roles. As for [safety](#) monitoring, the first annual MVR request was fulfilled in February with 99% compliance, including MVRs on the drivers' partners. The changeover also saves the fleet office two hours of wasted administration time each month—a welcome bonus.

PROJECT SERVICES: Driver Safety

FLEET SIZE: 845

VEHICLE TYPE: SUV

INDUSTRY: Food

Savings/Improvements:

99%

MVR compliance