

TIPS FOR DRIVER MANAGEMENT

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Currently a public and urban mass transport professional M. K. Soni has more than 21 years of global experience. His experience includes setting up of fleet operations (depot planning, recruitment, SOP's, security procedures etc.) from scratch, fleet maintenance and electric busses.

In transport industry management of drivers requires some special skills, it is more than business management, essentially it is people management along with business management.

Drivers are the backbone of the transport industry as they are the ones who run transport business. They work also have to work under difficult conditions and they handle your asset (Your vehicle) which is the bread and butter for transport industry.

I frequently come across with various questions from fleet managers in regards of management of drivers.



Here are some tips for driver management:

1. My guru used to tell “most important thing in transport industry is never ever speak with drivers when they in a group” if any driver is having any problem fleet manager should speak one-on-one and formation of groups should not be encouraged.
2. Please listen to the grievances of driver, in 60% to 70% of the cases the driver only wants to be heard.
3. Keep a file for each and every driver and log all his activity, whenever a driver approaches have his file open as this will help fleet manager to understand the behaviour or pattern of the driver. This will also help fleet managers to counter drivers properly. If a driver is over demanding, the record in his file will help in to make him understand his performance.



4. Try not to change drivers and his vehicle frequently i.e. do not assign different vehicle to drivers every day. Maintaining the same driver on a vehicle as much as possible will improve the life of the fleet and this will help to identify good, medium and bad drivers and driving habits.
5. Ensure training sessions for drivers regularly and ask them to attend training sessions.
6. Best performing drivers should be appreciated. Appreciation through display boards and photographs of best performers, encourages them to perform better.
7. Conduct monthly performance reviews and ensure the bottom 10 attend repeat training sessions and recognise and appreciate the top 3.
8. Request a consistent performer to deliver short speech in training sessions to motivate and share his habits and story with other drivers.