

Fleet Gap Assessment

Scope of Work

Marsh McLennan Agency (MMA) Consultant will conduct interviews, onsite observation and remote review of company policies and procedures containing to the fleet operation of the company. Structure – MMA Consultant will review and examine measurable components of your current fleet safety program and assign numerical scoring and recommendations for any component where a gap exists between the current safety program and a best practice management practice.

The Following Areas of Review

1. **Management Commitment:** management support and involvement with your fleet safety program
2. **Driver Selection & Qualification/Disqualification:** criteria for selecting new employees and adherence to these standards
3. **New Hire On-boarding:** new hire/driver orientation and training programs
4. **Continuous Education Training:** periodic refresher training to keep safety in front of employees.
5. **Remedial Training:** post-incident driver-improvement process.
6. **Internal/External Trainers Certification Program:** selection and certification of those assigned to administer on-the-job training
7. **Regulatory Compliance:** regulatory issue compliance applying to your operations.
8. **Employee Manual:** a resource manual communicating an organization's policies and procedures to front line employees.
9. **Safety Manual:** managerial reference tool for safety standard operating procedures
10. **Disciplinary Action Procedures & Controls:** progressive disciplinary program and the criteria leading to driver disqualification.
11. **Accident/Incident Investigation:** procedures for managing, reporting, and investigating incidents.
12. **Loss Analysis & Review:** root cause analysis process, loss monitoring system, loss history benchmarking, and front line employee communication.
13. **Accident Review Safety Committee:** front line employees and management who perform root cause analysis and assign preventability.
14. **Safety Committee – General:** front line employees and management who identify, examine, and solve complex safety issues.
15. **Security Plans & Controls:** written policy, training materials and action plans.
16. **Driver Health & Wellness:** prevention measures and practices that may reduce overall costs associated with work-related injuries.
17. **Self-Auditing Controls:** auditing an organization's activities against its set procedures and goals.
18. **Vehicle Maintenance Program:** maintaining and auditing vehicle conditions against safe operating standards.
19. **Employee Behavioral Safety:** review of employee practices, behaviors and exposures as compared to written safety procedures or trainings
20. **Behavioral Safety – Peer Groups:** review of safety expectations and responsibilities for each employee level

Onsite Closing Meeting

MMA Consultant will hold a closing meeting with the onsite management team selected by the client to discuss the initial findings and identify priority components of the gap assessment (critical, severe, moderate, low priority) risks. A formal report to release to client within 10 days of the last day of the gap assessment. Following the closing meeting the 20 components reviewed in the gap assessment will have the following included in the report:

- Detailed observations
- Documented observations (pictures/videos)
- Numerical scoring
- Internal Recommendations
- External Recommendations

Measurement/Criteria

The standard for measurement/criteria has five scoring categories on a scale from 0 to 4. Below is an explanation of how the measurement/criteria is utilized during the assessment:

N/A	Not Applicable based of client exposure
0	Non Existent – there are no controls, programs, training, or standard operating procedures in place
1	Unsustainable – Current operational controls cannot maintain a sustainable operating model
2	Sustainable – Current operational controls present a model that will continue to function as long as there are no changes.
3	Efficient - achieving maximum productivity with minimum wasted effort or expense
4	Best Practice – meets or exceeds efficient program controls with maximum control to risk exposure

Learn More

Contact your Marsh McLennan Agency Consultant to schedule a call or meeting.