

ONGOING OPTIMISATION

In the changing postal industry, efficiency is a journey, not a destination. The right software helps optimise mail delivery operations every step of the way

As competition looms and mail volume continues to decline, it is increasingly challenging for postal service providers to maintain efficient delivery operations. Whether a postal operator will thrive or merely survive in a new era of postal transformation is determined by the frequency of optimisation efforts. Postal operators around the world are asserting organisational agility using GeoRoute software to improve efficiency on a consistent basis.

Developed by Montreal-based GIRO, GeoRoute is an enterprise-class solution designed to optimise mail-delivery operations, including route planning and management, delivery sequencing, sorting and delivery task management, address management, and analysis and reporting. GeoRoute's powerful optimisation algorithms and automated tools help posts improve quality of service and realise efficiencies measured in fewer vehicles and routes, lower fuel consumption, and reduced overall worked hours. Consistent use of GeoRoute is equally important for improved efficiency. With GeoRoute, postal operators can perform routine analysis of underperforming areas, conduct regular performance monitoring, and modify workloads and route sequencing to ensure that delivery operations are always optimised, whatever the day's challenges.

Managing volume Mail volume fluctuates depending on the day of the week, holidays, and other periodic influences. One way users can manage these variances in GeoRoute is by creating delivery models for low, medium, and high volumes. Each delivery model features a specific route pattern and a strategically structured process for sorting and delivery. Creating different delivery models in GeoRoute ensures that the most effective model is applied based on mail volume; this can increase efficiency by as much as five to 10



percent annually through improved resource allocation and elimination of costly overtime hours when volume exceeds planned estimates.

Irrespective of whether sorting and sequencing is performed with machines, manually, or using a combination of the two, sorting efficiency can be directly affected by mail volume: the more the mail and more varied the mail formats, the more time and other resources are required for sorting. Therefore postal operators need to regularly evaluate how their sorting resources are allocated to ensure this aspect of mail delivery operations is contributing to ongoing optimisation.

For example, when mail delivery is carried out in waves (with routes starting at different times) and sorting frames are reused for multiple routes, postal operators can perform route validation to ensure sorting resources are used productively. In the GeoRoute Duties module, a time graph displays sorting duties and specifies which racks are assigned to employees at specific times. Route validation enables users to identify sorting issues such as overlapping (employees working on the same rack simultaneously) or idle racks that can be assigned to available staff for sorting other routes. In some cases optimising the use of sorting racks based on mail volume can

reduce the total number of frames required, freeing up valuable floor space.

The right balance A number of factors can set workloads off balance, such as the addition of delivery points to a route due to a new housing development or changes to road infrastructure that affect access and traffic flow. Unbalanced days can result in hefty overtime payments or underuse of employees; in other cases it creates a sense of inequality among employees. Ensuring balanced workdays through a proper and fair workload evaluation process helps control costs and maintain employee satisfaction levels. GeoRoute helps postal operators assess how effectively resources are allocated and monitor any changes to routes that may affect delivery time, route length, or employee health and safety.

GeoRoute is constantly evolving with new tools and functions that help postal organisations around the world, including Canada Post and bpost, attain new levels of efficiency year after year.

FIND OUT MORE

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