

SUSMILE Capsule 3.4.1 Source 1

Answers

Please note that below answers have been simplified for teachers to evaluate the quality of answers according to their level of understanding, the perspective taken in reading the documents and eventually the quality of their arguments to compensate for elements missing.

EQF level 4

1. **S2** What is the tool or method suggested to improve last mile delivery efficiency?
 - A route management software that will consider several parameters to compare routing options, improve loading rates and provide real-time information to monitor operations
2. **S4** What functionality unlocks all the visibility aspects for both customers and supervisors in such a routing software solution?
 - GPS tracking and mobile app for the drivers

EQF level 5

1. **S2** Why do you think a route management software is more efficient and useful to an experienced operations manager or scheduler?
 - It can deal with much more information at the same time
 - It can use algorithms to recalculate all changes and adapt simultaneously different routes or scenarios
 - It can standardise most routes and calculations to help the manager focus on exceptions and problems faced during operations
2. **S3** Can you explain what a deep learning methodology is?
 - A statistical approach that uses important quantities of data to determine patterns and build various options or scenarios to challenge those patterns before implementing a model in real environment
3. **S4** What are the key benefits of having an automated software to overview the routing of last mile operations?
 - Visibility for the supervisors
 - Focus on dealing exceptions and problems rather than planning all routes
 - More rapid organisation and communication between parties (customers, drivers, supervisors)



EQF level 6

1. **S2** Among the different recommendations made to improve last mile deliveries, which is the one left unanswered by the route management software (first link)? Can you explain why, from your point of view?
 - Alternative transportation methods
 - It depends on other enterprises' will to collaborate and share resources
 - A software cannot replace a strategic approach that would take into consideration several companies organisation to delivery their customers
 - The tool would require a data sharing platform between companies to facilitate a joint view and optimisation of the routing, truck loading rates, etc.
2. **S2** Why do you think that customer visibility and engagement is important to optimising operations and performance of the delivery?
 - It improves customer's understanding of operations such as possible time of delivery, availability for delivery time expected, prevent returns due to unavailable customer, etc.
 - It provides additional delivery information provided by customers that can help reduce the unsuccessful deliveries (i.e.: leave package on the floor, with neighbour, etc.)
3. **S3** Considering all the content you have read so far in the SUSMILE MOOC, what kind of recommendations or solutions could be implemented based on the results provided in this deep learning methodology?
 - Reorganising time windows for deliveries
 - Investing on a real-time information software for final customers to be notified of a delivery
 - Investing on a pick-up station nearby areas where the unsuccessful rates are too high
 - Developing a new customer clause to engage them more in the delivery process (i.e.: automatic drop in a pick-up station, second delivery at real cost, etc.)
4. **S4** What are the key benefits of having an automated software to overview the routing of last mile operations?
 - Visibility for the supervisors
 - Focus on dealing exceptions and problems rather than planning all routes
 - More rapid organisation and communication between parties (customers, drivers, supervisors)

