



Procurement & Supply Chain Operations

## **CILT Certification in Fleet and Transportation Service Management**

## Course Introduction

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The CILT (Chartered Institute of Logistics and Transport) Certification in Fleet and Transportation Service Management is designed for professionals seeking to enhance their knowledge and skills in logistics, fleet, and transportation management.

This program delivers an in-depth understanding of the logistics value chain, transportation service operations, and fleet lifecycle management. It offers practical insights into strategic transportation planning, cost management, operations and maintenance, and the integration of technology in fleet management.

Participants will explore the complexities of regulatory compliance, environmental sustainability, and future trends shaping the logistics industry. Through a combination of case studies, group exercises, and real-world scenarios, attendees will gain actionable skills to optimize fleet performance, improve customer satisfaction, and drive cost-efficiency.

## Target Audience

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- Fleet and Transportation Managers.
- Transportation and Logistics Supervisors.
- Procurement and Vendor Managers.
- Safety and Compliance Officers.

## Learning Objectives

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- Gain a comprehensive understanding of the logistics value chain, key roles in fleet management, and transportation service operations.

- Learn to conduct transportation demand forecasting, capacity planning, and route optimization using the latest tools and technologies.
- Identify cost drivers and implement strategies to control expenses, improve asset utilization, and develop effective budget forecasts for transportation services.
- Master fleet dispatching, tracking, fuel management, and maintenance strategies, including the use of predictive analytics for operational reliability.
- Acquire skills in fleet acquisition, vendor relationship management, and effective contract negotiation for fleet services.
- Build leadership capabilities for managing transportation teams, improving driver performance, and enhancing customer satisfaction.
- Understand legal requirements, safety standards, and environmental regulations governing fleet operations, and develop risk mitigation strategies.
- Explore the latest digital tools, telematics, and IoT applications for fleet optimization and transportation management.
- Learn best practices for transitioning to eco-friendly fleets, achieving fuel efficiency, and reporting on sustainability efforts.
- Understand the impact of emerging technologies like autonomous vehicles, AI, and smart city logistics, and develop future-ready fleet management strategies.

## Course Outline

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- **Day 01**

- Introduction to Fleet and Transportation Management**

- Introduction to CILT certification and its benefits
    - Key roles and responsibilities in fleet and transportation management
    - Understanding the logistics value chain
    - Types of fleet vehicles and their use in different sectors
    - Fleet lifecycle management: Acquisition, operation, and disposal
    - Fleet policies and standard operating procedures (SOPs)
    - Overview of transportation service management
    - Case studies.

## **Transportation Planning and Route Optimization:**

- Strategic Transportation Planning
- Transportation demand forecasting
- Capacity planning and fleet sizing
- Transportation cost structures
- Factors influencing route planning (e.g., time, distance, traffic)
- Tools and software for route optimization (GPS, GIS, TMS)
- Trip scheduling and resource allocation
- Managing on-time performance and service reliability

### **• Day 02**

## **Fleet Cost Management and Budgeting**

- Identifying cost drivers in fleet management (fuel, maintenance, labor)
- Strategies for reducing operating costs
- Fleet utilization and asset management
- Capital vs. operational expenses in fleet management
- Budget forecasting and cost allocation for transportation services
- Outsourcing vs. In-House Fleet Operations
- Cost-benefit analysis of fleet ownership vs. leasing
- Managing third-party fleet service providers

## **Fleet Operations and Maintenance Management:**

- Fleet dispatching, tracking, and monitoring
- Key metrics for fleet operations performance
- Fuel management strategies and cost control
- Importance of fleet maintenance for operational reliability
- Maintenance schedules and tracking systems
- Vehicle inspection protocols and safety checks
- Fleet Maintenance Technologies
- Maintenance management software
- Predictive maintenance using data analytics

- Case Study: Implementing a successful fleet maintenance program

## • Day 03

### **Fleet Procurement and Vendor Management:**

- Procurement of fleet vehicles: Leasing vs. purchasing
- Evaluating fleet vehicle specifications and performance
- Managing vendor relationships and contracts
- Managing fleet suppliers and service providers
- Ensuring timely delivery of fleet supplies (parts, fuel, etc.)
- Group Exercise: Developing a fleet procurement strategy

### **Leadership in Transportation**

- Leadership skills for fleet and transportation managers
- Building and managing effective transportation teams
- Training and development for drivers and fleet staff

### **Customer Service in Fleet and Transportation**

- Enhancing customer satisfaction in transportation services
- Communication strategies with clients and stakeholders
- Managing service delivery and customer complaints
- Case Study: Improving customer service in a transportation company

## • Day 04

### **Regulatory Compliance and Safety Standards**

- Key laws governing fleet operations (licenses, permits, road safety)
- International transportation regulations and compliance
- Environmental regulations: Emissions standards, fuel efficiency, and green fleet initiatives

- Occupational health and safety standards for drivers and fleet operators
- Driver training programs and safety protocols
- Vehicle safety systems and telematics
- Risk Management and Insurance
- Risk assessment in fleet operations
- Insurance coverage for fleets and transportation risks
- Case Study: Best practices in ensuring fleet safety and compliance

## **Sustainability and Environmental Considerations in Transportation**

- Green logistics and reducing environmental impact
- Transitioning to electric and hybrid fleets
- Fuel efficiency measures and eco-driving practices
- Compliance with environmental standards (ISO 14001, carbon footprint management)
- Sustainability reporting for fleet operations
- Case Study: Implementing a sustainability initiative in fleet management

### **• Day 05**

#### **Risk Mitigation, Disaster Recovery:**

- Risk Mitigation Strategies in Fleet Management
- Identifying and assessing risks in fleet operations
- Developing risk mitigation plans (insurance, safety protocols)
- Fleet continuity planning and disaster recovery

#### **Technology Integration in Fleet Management:**

- Digital Transformation in Fleet Management
- Fleet management software (FMS) and technologies
- Using telematics for fleet monitoring (vehicle tracking, driver behavior)

- GPS and IoT applications in fleet management
- Data Analytics in Transportation
- Role of big data in fleet optimization
- Analyzing fleet performance data for decision-making
- Predictive analytics for fleet management
- Case Studies.
- Practical Application.

### Future Trends in Fleet and Transportation Management

- Autonomous vehicles and AI in fleet management
- Impact of 5G and IoT on transportation
- Sustainable transportation innovations and smart city logistics
- Final Exercise: Developing a comprehensive fleet management strategy for a hypothetical scenario

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 1, 2025	June 5, 2025	5 days	4250.00 \$	KSA - Riyadh
Sept. 22, 2025	Sept. 26, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 29, 2025	Jan. 2, 2026	5 days	4950.00 \$	Indonsia - Jakarta