

The Road to Optimization

Jack Levis – Senior Director of Process Management May, 2018



1) Little Things Matter



1 mile is worth \$50M*



1 minute is worth \$14.6M*



1 minute of idle time is worth \$515K**

Big savings come from attention to detail

Note: Figures are per driver per day across the US for a year

- * Small Package P/U and Delivery drivers
- ** Small Package P/U and Delivery, Freight and Tractor / Trailer drivers



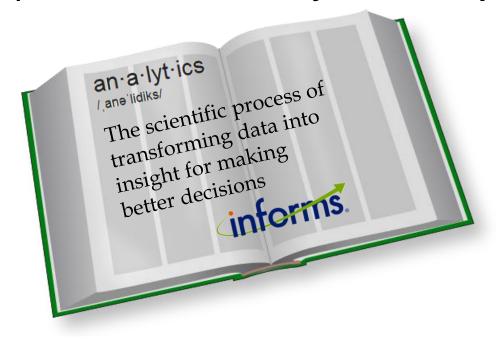
2) Don't Accept OR

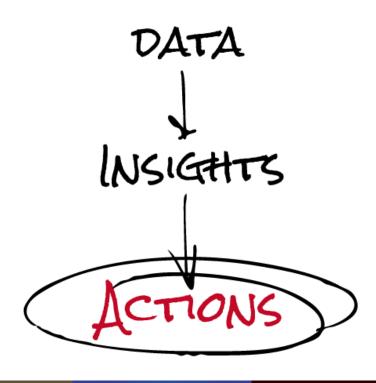


Operations Technology and Analytics has been key in turning OR -> AND



3) Invest in Data, Analytics, and Operations Technology



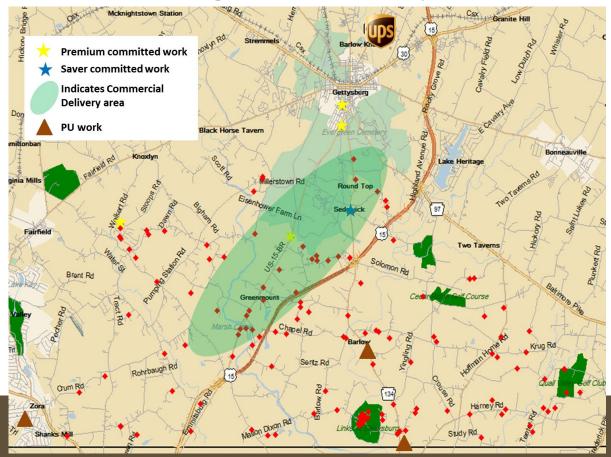


Insight that doesn't lead to a better decision is Trivia





4) Understand and Mitigate Complexity













23 Apr

Shooting for NOVA: we're examining the UPS computer model that tries to calculate maximum speed, maximum addresses...

pic.twitter.com/a9MDq12XLU



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5) Embrace Change Management

Making change stick

- Education
- Communicate vision
- Support from the top
- Quick wins
- Training and certification
- New metrics on system usage
 - Change Conversations







