



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Successful Fleet and Transport Management

OVERVIEW



What does fleet management include? Fleet management includes management of commercial motor vehicles, private vehicles for work purposes, aviation machinery, ships, rail cars, etc. Fleet and transport management includes many functions, including vehicle finance and maintenance, vehicle tracking and tracing, driver management as well as fuel and health and safety management. These days, various software applications are helping trace and manage these functions seamlessly.

With these applications, a series of tasks can get completed simultaneously, thereby increasing operational efficiency and accuracy. Transportation is an important process of the supply chain and ensures raw materials reach manufacturing sites and finished products reach the customer in time.

This course will also equip you to work with various software applications to increase the efficiency and accuracy of fleet and transportation management.



Course Objectives

The main objective of this course is to empower professionals with:

- complete knowledge and understanding of fleet and transport management
- the required skill, confidence and experience to work with various software applications to increase process efficiency and accuracy, contributing to higher roles for career growth
- the knowledge and exposure to audit existing processes of the organisation and make enhancements for overall efficiency and productivity
- the confidence, experience and knowledge to train other professionals on effective fleet and transport management
- the required experience and skill to contribute to on-time delivery of raw materials and/or finished products, thus contributing to organisational growth and client satisfaction
- the understanding, exposure and perspective for effective driver and supplier evaluation and selection, thereby ensuring sustainability and consistency in good performance
- the ability to manage risks and address challenges to help seamless transport and movement of material from one stage to another
- the necessary knowledge and understanding to track and improve workshop productivity
- the skill and knowledge to ensure employees safety for fleet and transport management

TRAINING METHODOLOGY

All courses are highly customisable. Courses undergo a detailed review before the commencement of each training program to check relevance to the audience. Highly experienced professionals from relevant domains help deliver the training, using audio-visual presentations. Two-way participation is improved through group assignments and projects to trainees, as well as role-plays. Relevant case study discussions also help relate the theoretical content to practical, well-known scenarios.





ORGANISATIONAL BENEFITS

By professionals undertaking this course, organisations will derive the following benefits:

- Better fleet and transport management by experienced and trained professionals
- Continuous training of employees working in fleet and transport management-related processes
- Enhancement in existing systems and processes for greater efficiency and accuracy
- Better and safer vendor and driver selection and management
- Reduced risks because of better risk assessment and mitigation
- Greater client satisfaction because of in-time delivery of products to customers
- Application of advanced concepts, techniques and software to enhance performance in fleet and transport management
- Organisational growth because of increased credibility leading to greater investments, lesser risks, reduced costs and increased profits
- Sustainability and consistency in fleet and transport management-related operations, a result of good vehicle maintenance and effective supplier performance evaluation
- Higher safety of employees in the fleet and transport management processes

PERSONAL BENEFITS

Professionals enrolling for this course will derive the following benefits:

- Detailed understanding and knowledge of best practices of fleet and transport management
- Greater understanding and experience to audit current processes within one's organisation and enhance these for better efficiency and productivity
- Increased confidence, knowledge and experience to train other professionals regarding best practices for fleet and transport management
- Enhanced skillset and greater capabilities to work with advanced concepts, techniques and software for better productivity and operational efficiency, in turn inviting further opportunities for career progression
- Increased skill, experience and perspective to contribute to effective selection of vendors and drivers and performance tracking for better supply chain management through effective fleet and transport management
- Enhanced perspective and foresight to pre-empt challenges and risks and mitigate these to prevent grave impact
- A sense of satisfaction from contributing to organisational success and client satisfaction
- Increased confidence and skill to successfully undertake fleet and transport management in any industry, thereby increasing opportunities for career progression
- Increased understanding and knowledge to ensure the complete safety of employees involved in fleet and transportation management

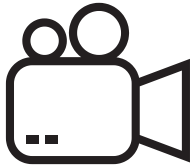




WHO IS THIS PROGRAMME FOR?

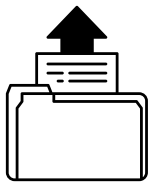
- Top management of an organisation responsible for making critical decisions related to fleet and transport management
- Supplier and other external stakeholders involved in fleet and transport management
- Fleet and transport managers and supervisors responsible for overseeing overall operations
- Maintenance managers responsible for vehicle maintenance for effective transportation
- Safety managers and quality inspectors responsible for ensuring safety and adherence to standards
- Staff performing operations in fleet and transport management
- Any other professional who would like to know more about fleet and transport management

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



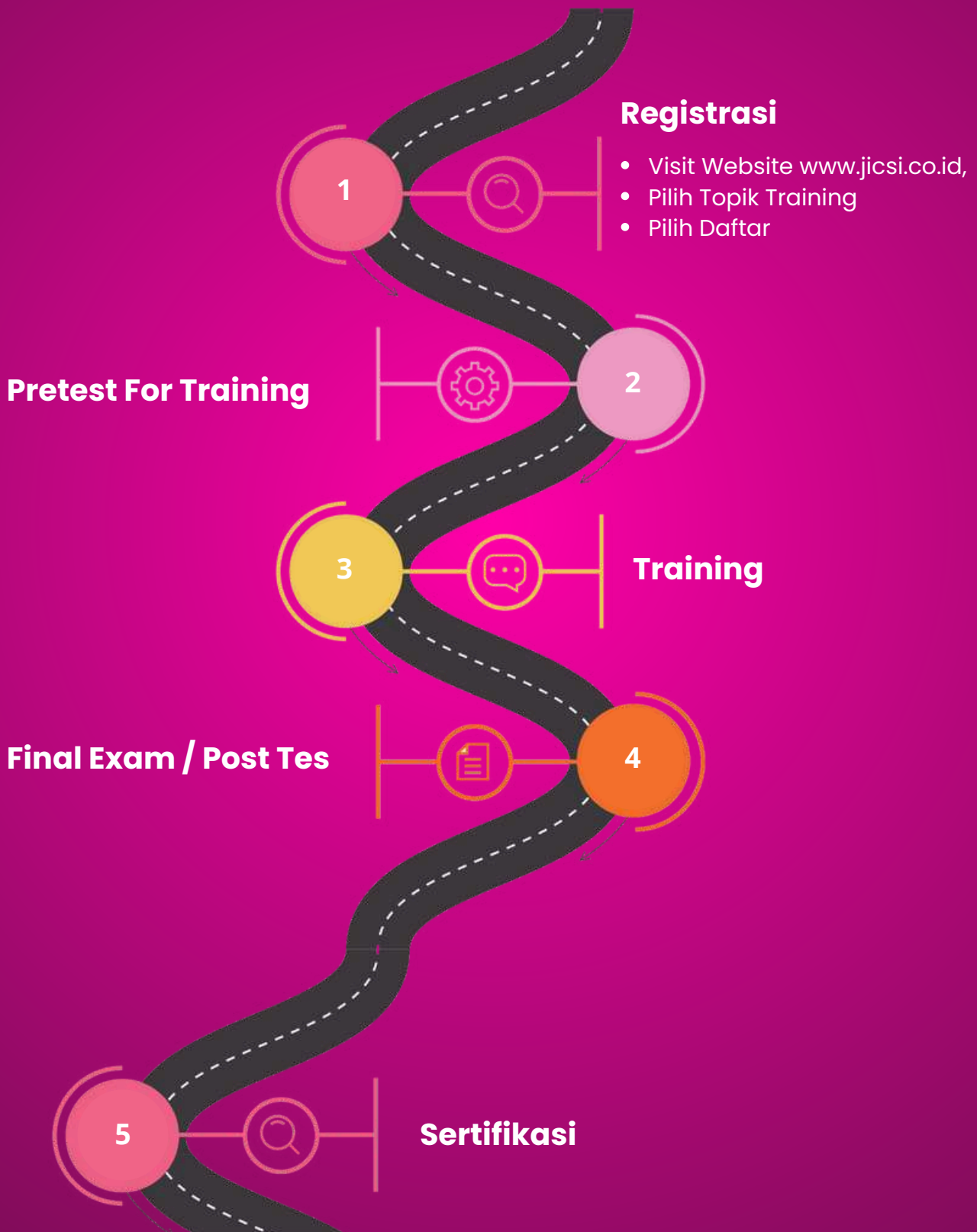
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Objectives of Fleet Maintenance Management

Module 2 : Benefits of Fleet Management Systems

Module 3 : Fleet Management Advantages

Module 4 : Benefits of Transportation Management Systems

Module 5 : Transportation Management Licensing Options

Module 6 : Workshop Management

Module 7 : Elements of a Fleet Safety Program

Module 8 : Components of a Transportation and Distribution Plan

Module 9 : Fleet Skill Tests

Module 10: Fleet Manager Responsibilities

Module 11 : Fleet Maintenance



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



SERTIFIKAT PELATIHAN

PD/2024/070524/004

DIBERIKAN KEPADA

Name xxxxx

Telah Menyelesaikan Pelatihan Diselenggarakan Oleh
Jakarta International Customer Service Institute (JICSI) bersama
Customer Service Experience Association Indonesia (CSEAI)

Successful Fleet and Transport Management

Rudyanto H.P Manullang, Ph.D, M.P.H

Founder JICSI

ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

Lihat Video >>



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

Lihat Video >>



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

Lihat Video >>



OY! Indonesia

Training Contact Center Agent Professional

Lihat Video >>

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluh kesah.

OUR CLIENT





Jakarta International Customer Service Institute

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: marketing@jicsi.co.id

LOKASI

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Citragran Cibubur

Kantor 2

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