



PERFORMANCE IMPROVEMENT

Last-Mile Profit Improvement Sprint

Fix margin leaks at the stop level — drop density, failed deliveries, and cost per stop.

IDEAL FOR

Distribution

Road haulage

THE CHALLENGE

Revenue per van looks fine until you count failed deliveries, re-routes, waiting time, and fuel on empty miles. Margin leaks at the stop level, invisible in monthly P&L.

TYPICAL DURATION

4–6 weeks

OPERATIONAL AREAS COVERED

Delivery

Vehicle

Fuel

Staffing

Discover

Workshop & interviews

Deliver

Fixed-scope outputs

Handover

Documentation & session



Last-Mile Profit Improvement Sprint

WHAT YOU GET

- Value stream map of order-to-delivery workflow
- Baseline metrics: cost per stop, drop density, first-time delivery rate, idle time
- Root-cause analysis on top 3 margin leaks
- Quick-win implementation plan (2–4 week sprints)
- Revised standard operating procedures for dispatch and drivers
- Before/after measurement framework

EXPECTED OUTCOMES

- Quantified cost per stop with clear improvement targets
- Failed delivery rate reduced with root causes addressed
- Dispatch and driver SOPs updated and embedded
- Measurement framework to sustain gains

AT A GLANCE

Duration

4–6 weeks

Outcome area

Performance Improvement

Segments

Distribution · Road haulage

Data areas

Delivery · Vehicle · Fuel ·

Staffing

Fixed-scope delivery

Defined outputs, documented handover, no open-ended day rates.

WHO THIS IS FOR

Distribution and last-mile operators where delivery cost is the largest variable cost line.

Ready to make better operational decisions?

Book a free 30-minute discovery call — we will recommend the right fixed-scope engagement.

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