Replanning a disruption — three costed answers

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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90 seconds instead of 3 h 40 · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The choice stays with the controller on duty — and they make it in thirty seconds on three complete answers, instead of rebuilding a day's plan at 5 in the morning.**

What 14 disruptions in 18 months showed

Measure	Value	Reading
Time to rebuild a day's plan by hand	**3 h 40 on average**	**Most often between 4 and 8 in the morning**
Cases where the solution chosen was not the best available	**9 out of 14**	**It was the first found, not the cheapest**
Time to rebuild with the agent	**90 seconds**	**The margins of all 41 lanes are looked at together**

The typical disruption, replayed — a rigid lorry breaks down on Centre → South at 04:00

Fact of the disruption	Value
Parcels on board	**214**
Branches served	**3**
Particular commitment	**One site delivery in a confirmed slot**
Time the three answers are available	**04:02**

The three answers, costed

Answer	Content	Cost	Service delivered
A — replacement haulage	**Available at 05:30**	**€1,340**	**Every lead time met**
B — transfer onto the same day's North → South lane	**It has 17 % margin**	**€0**	**2 branches served on time, the third at 14:00 instead of 10:00 — the site slot is missed**
C — split across both	**Part hauled, part transferred**	**€480**	**Every lead time met, site slot included**

Recommendation: answer C — €480 against €1,340 for the same customer outcome. It could only be found by looking at the margins of all 41 lanes at once, which no controller can do at 4 in the morning. **The choice, though, stays theirs.**

What is prepared meanwhile

Item	Status	Sending
Notice messages to the 3 branches	**Drafted**	**As soon as an answer is chosen**

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Item	Status	Sending
Identification of the customer holding the site slot	**Done, with their hourly commitment**	**Priority call**

What it is worth, annualised on your own disruptions

Measure	Value
Saving from choosing the best answer rather than the first	**€34,000 a year, across the 14 replayed disruptions**
Customer commitments kept in addition	**11**
Half-year replans decided by a controller	**214 out of 214**

> **The three answers are built automatically as soon as a disruption is logged in the transport system. None is applied without a human**, and the log shows it line by line — **214 replans, 214 controller decisions, 0 outside constraints.**

For the logistics director to settle

Controllers authorised to settle a replan while on duty: _____

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