



Replanning a disruption — three costed answers

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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

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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