a) Aim
To provide an effective and efficient vehicle fleet to meet customer requirements in a timely and cost effective manner by ensuring that EFMD staff provide a customer focused, quality service and remain the credible service provider of choice.

b) Service
We will:

- Provide and maintain, (including staff training) a safe and legal fleet to meet customer requirements; monitor usage and implement cost savings, where feasible;
- Provide transport advice to customers taking cognisance of Green Travel and sustainability policies;
- Procure vehicles in a cost effective manner taking note of environmental factors to reduce carbon emissions
- Provide fuel cards and management data to departments to ensure cost effective use of fuels and help to meet the University’s carbon emission targets.

c) Customer Obligation
For us to maintain this level of service you will need to:

- Ensure departmental drivers comply with the daily and weekly vehicle checks and complete paperwork correctly;
- Ensure all departmental drivers are registered as authorised drivers through the Insurance Office;
- Ensure that drivers are qualified and trained to drive the allocated vehicle;
- Adhere to the fleet policy.

d) Key Performance Indicators
- Provide monthly data on fuel consumption and carbon emissions with a view to reducing emissions year on year.

e) Measured by:
- Regular audit
- Customer feedback using forums and focus groups