

CASE STUDY: DOT COMPLIANCE

SITUATION ANALYSIS:

A supplier of oilfield cementing services experienced multiple vehicle accidents and was not in compliance with DOT regulations. The leading contributors to these issues were drivers having too many combined work and driving hours and insufficient review and oversight of driver hours.

IMPROVEMENTS IDENTIFIED:

Racca Solutions Group led a two day Kaizen analysis in which we identified processes and control gaps with the work teams. The team also completed a thorough review DOT regulations for driving and non-driving work hours.

1. **Lack of Basic Business Documentation Process** - The client lacked formal processes and procedures used to manage driver hours. Previously, dispatchers managed drivers hours without a review of the log book which had led to drivers being continuously over scheduled.
2. **No DOT Compliance Controls** The biggest contributor to numerous accidents encountered by Racca Solutions Group's client was a complete lack of DOT compliance controls. There were no formal audits and a lack of organizational ownership in checking the driver log books or time records. Also, there was no process control to insure complete compliance between operating locations.

OVERALL RESULTS:

Racca Solutions Group led the Kaizen to help the client define current and future processes, institute process controls and audits, as well as to create a long term, sustainable compliance program. As a result, this client has experienced no further incidents to date. Drivers are safer and DOT compliant. Further, the client's management team now has complete visibility of time and compliance records.