

Data Collection Plan

<u>Project:</u> Parcel Delivery Process <u>Date Created:</u> Wednesday 8th January 2014 <u>Last Updated:</u> Wednesday 29th January 2014

	Data						Sampling					Analysis		
Item No.	Measurement Name	What to measure	Operational Definition How to measure the data	Unit of Measurement	Owner	Data Source	Who?	Where?	How?	When?	How will the data be used	Other stratification factors	How the data will be analysed	Current Status
1	Distance from depot point	The distance of each of the parcels from the depot to the customers door (1 way)	Input each customer post code into the Speedy Delivery 'distance calculator' and note down the distance. Spreadsheet provided by the PM	Miles	CL	Daily completed driver lists	РМ	Depot	Random Sampling	Over 2 week period	Correlation to be checked with item 3 & 4			Ongoing
2	Number of Late Deliveries	The number of parcels that were not delivered to customers within the alotted delivery time that was specified to them	Create a tally of the number of parcels that were delivered outside of the alotted delivery time originally given to the customer	Number	RJ	Daily completed driver lists	PM	Depot	Random Sampling	Over 2 week period				Ongoing
3	Time taken to deliver	The amount of time taken in-between parcel deliveries	Calculate the amount of time between the signature of 1 delivery note to the next, and so on. Spreadsheet provided by the PM	Minutes and second	RJ	Daily completed driver lists	РМ	Depot	Random Sampling	Over 2 week period	Correlation to be checked with item 1			Ongoing
4	Time taken to deliver	The amount of time taken from the beginning of the day for each of the individual parcels to be delivered	Use the start time as a baseline and note down the amount of time from that point to when the parcel was delivered to the customer. Spreadsheet provided by the PM	Minutes and second	DB	Daily completed driver lists	РМ	Depot	Random Sampling	Over 2 week period	Correlation to be checked with item 1			Ongoing