



Análise dos custos de transportes: um estudo de caso em veículo de distribuição urbana [

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text (article)

Analítica

This article has as main objective to identify and analyze the logistical costs, in the activity of urban distribution logistics. The data survey was carried out in a company with its own fleet and was limited to the analysis of workshop and fuel costs of a single model of a Volkswagen truck, model 9,160 DELIVERY from the year 2013. In addition to data collection, it evaluated the driver's way of driving the vehicle and its impact on operating costs is mapped. Therefore, the present work is descriptive and started from a bibliographical research and later a reconciliation with the company's data. Finally, the Ishikawa diagram was used to recognize the main causes for an unwanted effect: out-of-control logistical costs. The survey results show that the median fuel cost with this fleet is R\$0.84/km and the workshop expenses have a median of R\$0.24/km, totaling R\$1.08 per km driven. After analyzing the data and identifying the best practices, interviews were carried out with four drivers to find out what these features do differently that manage to stand out with good results. The contribution of the work regarding the business vision is related to the presentation of data from a vehicle model for urban delivery and the possibility of using the internet of things (IOT) as a monitoring, control and continuous improvement mechanism; As for the academic view, a survey of primary data is presented in which the practices of training and selection of drivers and workshop control are moderated by the level of use of technology for monitoring logistical processes, seeking better levels of performance

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