New Recording 7-1

Me: Hello how are you today?

[00:00:03] Client: I'm good. How are you?

[00:00:04] **Me:** I'm good. I'm good. So I'd like to start off with a few questions. what is your job and what do you do there?

[00:00:12] **Client:** All right. Basically I work in logistics and, my organization is tasked with supplying 41 different embassies within the Southeast Asia region with classified material.

[00:00:29] Me: Okay.

[00:00:30]Client: this material ha is, is so classified that it is required to send a human courier along with every shipment.

[00:00:41] Me: Okay

[00:00:42] **Client:** and the shipments could, range from one kilogram to thousands of kilograms of classified material. And each destination, each post has different requirements for the regularity of service.

[00:01:02] So for instance, some, embassies might want service once a week or once a month or once every two weeks. That also varies.

[00:01:12] Me: Okay. And, how often. Like, aha. how is each person, sort of assigned or calculated to go on their trip? Like how do they get appointed to that a trip?

[00:01:27] Client: Right? So are you still recording?

[00:01:31] Okay. So right now there is really no rhyme or reason to how a courier is assigned to a trip. What I would like to do is to distribute, equitably, right? The different trips amongst the 10 couriers. So for instance, you don't want one courier always going to the same destination. That might be a little difficult for them.

[00:02:05] Like for instance, I don't know to Islam about Pakistan. Those are not very nice trips because they're overnight, they take 18 hours versus say a trip to Australia. Right. Which, which is a week long trip for the individual for the courier and service is fortnightly. Right. Okay. Fortnight is two weeks, basically.

[00:02:30] It's an old English term.

[00:02:32]

[00:02:32] Me: So what I'm understanding is. Now there's no like real way of calculating the way someone's appointed to a trip. So you want to, I guess, create a solution for that to have each per each courier, on even grounds for, I guess, each trip and have their past trips calculated. Like, is there a special time that the courier needs to have off?

[00:03:04] **Client:** Yeah, that's right. So, so, okay. This, this is assuming that, the 10 couriers are available, right? Of course, if a courier is on official leave, then he's not on the list, right. To travel. This is just assuming that all of the couriers or whichever couriers are available to travel. the main issue is to ensure that.

[00:03:30] The courier is assigned to a trip that he's number one either never been to. Right. or if, to say to couriers, you have the option of assigning two different or three or four or five different people to one trip. How do you, how do you make that decision? Well, the first criteria should be, has he ever been on to that post?

[00:03:59] Yeah. If the answer is no, then of course he gets priority. But if everybody has not been to that post, then the next level of, of criteria should be, has he been in Bangkok the longest? Right. Okay. So, so yeah, it's basically equitable trip, distribution. Amongst the careers, because currently I think the system is just alphabetical or just whoever.

[00:04:27] Yeah. There's no logic or rhyme or reason to this, assignment.

[00:04:31] Me: Okay. Okay. now, so with these calculations, additionally, would you like to have some type of visual element, like a calendar or. an element ranking each, each courier for a trip that you choose or something. Yeah,

[00:04:57] Client: basically. Yeah. So, I mean, we already do have a calendar.

[00:05:01] We know which, for the next, six months or even a year on the future, we know with certainty, how regularly. a post should be serviced, right? We already have a calendar for that. The challenge becomes, determining which courier to assign to the next trip for a specific post.

[00:05:22] Me: Okay. So more visually like you get to choose the destination and then something pops up like a window pops up showing you the ranking of each courier, like best, best to best fit to go to the

[00:05:38] post.

[00:05:38] Client: Yeah. Yeah, whoever's available whoever. So if I look at the schedule two weeks in advance, right. if I see, okay, Phnom Penh or Chennai India, right? How do I know which couriers assigned? I need a next in line list, right? A next in line list to determine, okay. Chin. I has to be serviced in two weeks. I want a simple list.

[00:06:07] Of the courier name, right. That I know is, is logically and equitably assigned to be the next one to service that post. Okay.

[00:06:21] Me: Okay. And service in the situation would mean go to the post.

[00:06:24] Client: Exactly. Yeah. Travel, organized logistics, actually travel with the material and

[00:06:29] Me: okay. And, what else do you need? Some type of log where.

[00:06:36] After some, post is serviced, you can kind of put in the courier name,

[00:06:42] and put in their post they went to?

[00:06:46] Client: Exactly. Right. So,

[00:06:48] so that that's actually optimal. And that, that actually leads into who you should assign to the next courier trip. Right. So if a courier has already been to Chennai, then yes, I need some type of a matrix or some type of a spreadsheet.

[00:07:05] you know, courier, whoever, Jones has been to Chennai one time. Right.

[00:07:11] Me: So the kind of like a counter, right. And that also would

[00:07:15] Client: count or exactly that increments after that person takes the trip. Right. So maybe the schedule is made once a month, right. Where you assigned for the following month, the next month.

[00:07:28] Me: Okay. So monthly basis.

[00:07:30] Client: Yeah. Yeah. Like on a monthly basis, you can update. That counter. Right? So when a courier does take a trip, you increment by one, the, the amount of times he's been to that particular destination, and that would help determine who should the next courier be assigned. Right.

[00:07:50] Me: So, and then

[00:07:54] **Client:** with the intention of, of making it, equitable.

[00:07:57] Me: Okay.

[00:07:58] Client: You know

[00:07:58] Me: yeah. To make it even, even play playing ground.

[00:08:02] Client: So that the long, sorry, the, the long-term view should be that within a year span, you have 10 people that hopefully have, you know, due to the frequency, a weekly, monthly, 52 weeks in a year, or whatever, each career should have gone to one of the 41 different posts at least one time.

[00:08:25] Me: Okay.

[00:08:26] **Client:** Right. sometimes it's not possible. Of course there's other caveats like, you know, if you call in sick or if somebody comes into the ER, regardless of, of those caveats, the equity of the trip distribution is what we're, where we're.

[00:08:43] Me: Okay. And then to determine that as well, after a trip, is it completely dependent on the trip itself on. The downtime that certain courier gets.

[00:08:55] Client: Oh, right. No, actually there's no labor laws that govern our, you know, in other words, if you go on a, a 30 hour nonstop trip somewhere, it's really up to the, yeah. I mean, logically whoever is the supervisor has to take that into account. Like you don't want to go on to back to back hard trips that are 30 hours in length.

[00:09:20] Right. but if you are, you've already taken that one particular trip that in increments, that destination by one iteration. And so for the next assignment, if this algorithm works, you should not be on that list next in line should be somebody who's taken at zero times. Right. Right.

[00:09:40] Me: Okay. So there's no set.

[00:09:42]I guess downtime. After a trip.

[00:09:44] Client: Yeah, exactly.

[00:09:44] There's no constraints.

[00:09:46] Me: Is there like a general, like a week? if it's, if it's a two week long trip, you got a week off after that or?

[00:09:52] Client: Not officially, but, that, that there are different, lengths of trips so that, if you take, if you're away from Bangkok for one week, like saying in Australia, when you come back from that trip, the following week, logically and equitably, you might want to be assigned to a shorter, shortage, like a day trip to, Panam Penh or Isla-, Islama-, Panam Penh or day trips to Vien Tien.

[00:10:22] Me: Okay.

[00:10:23]Client: those are quick trips that take one day only.

[00:10:26] Me: I see.

[00:10:27] Client: So yeah, that's one of the things, but if this algorithm is programmed, correctly with equity in mind, then that's something that'll, that'll take care of it. Okay. All right.

[00:10:40] Me: Great. Thank you for talking today.

[00:10:43] Client: You're welcome. Welcome. I look forward to you solving this challenge.

[00:10:48] Me: Great.

[00:10:48] Thank you so much.