



# UIC/FIATA/CLECAT Market Place Seminar Multimodality in the year of rail

Focus session on digitalization as an enabler  
making combined transport chains more efficient

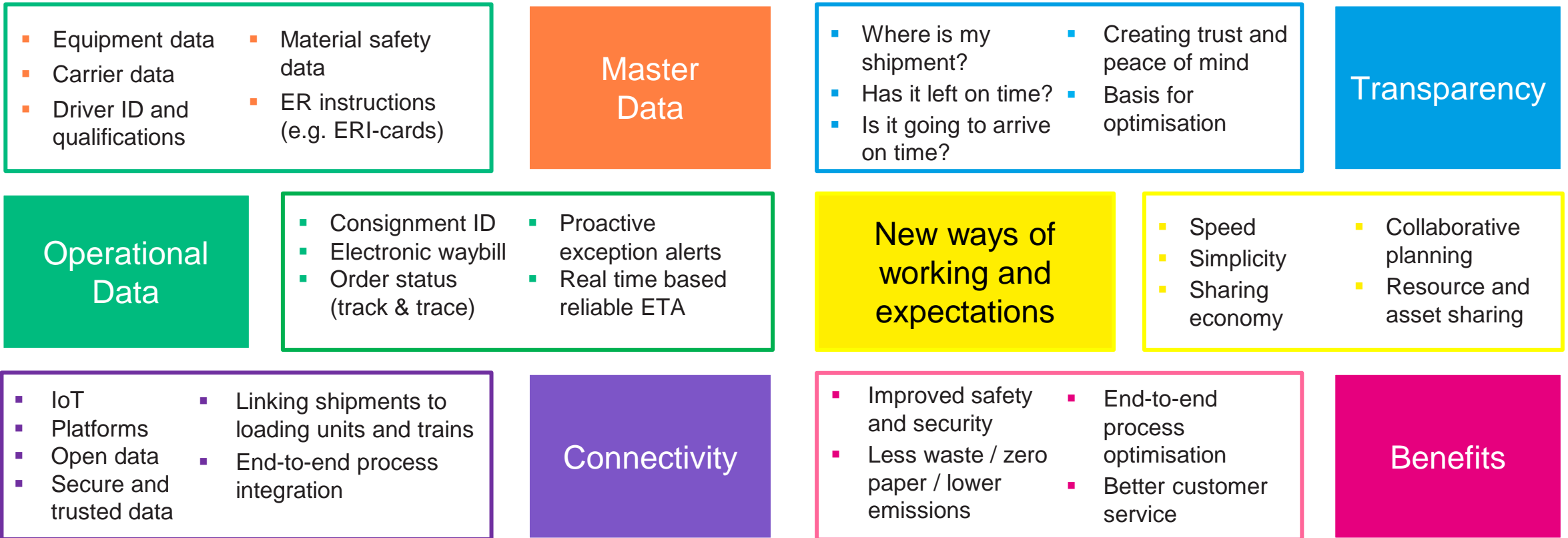
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Frank Andreesen

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# What do we mean by digitalisation of logistics

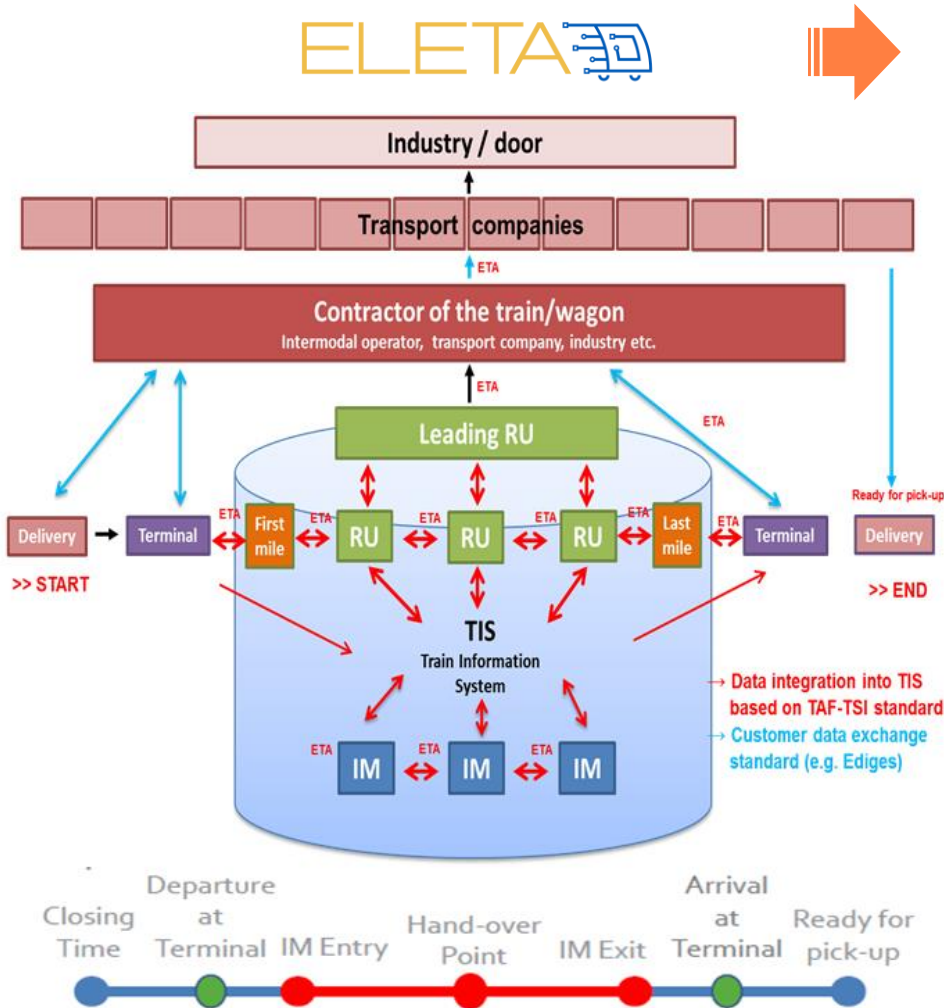
Technologies that connect logistics chain participants and resources for a better logistics performance and experience



Enables **step changes** in logistics intelligence, supply chain agility, automation and collaboration

# Taking ELETA forward

A single use case to illustrate the value of improving the visibility of combined transport chains



- **Fast roll out of ELETA**
- Shippers customers want **proactive exception alerts**
- Logistics service providers need to translate revised ETA at terminal into **revised ETA at consignee's door**
- RUs and IMs to use ELETA to **optimise alternative operational plans** (do not generate additional delays)
- **Use ELETA as basis for developing further single use case (end-to-end punctuality management)**
- Establish a **Q-ELETA** project building on ELETA learnings:
  - ELETA = “when does my train arrive?”
  - Q-ELETA = “when has my train arrived?”
  - + establish harmonised delay causes = why and because of whom or what was my train late?

Q-ELETA

# Good performance management starts with transparency

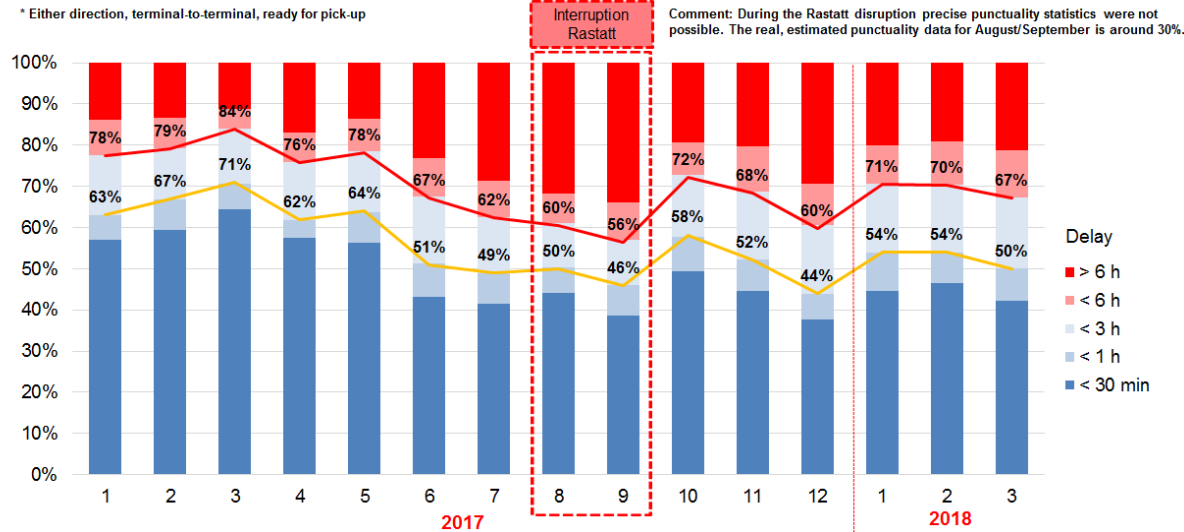
## Proposal for implementation of a uniform punctuality KPI



### Punctuality KPI Best Practice Example

#### On-time reliability\* of transalpine intermodal trains (via CH only)

- On-time reliability «customer focus» with delays up to 3 hours
- On-time reliability «operations focus» with delays up to 1 hour



Source: Hupac Bilanz-Medienkonferenz, May 2018

Note: This proposal was shared and discussed at the High Level Freight Meeting of RU CEOs in Vienna on 18.05.2018; this meeting was also attended by Elisabeth Werner, DG MOVE, who explicitly also welcomed punctuality KPIs to be made available

- In order to improve the effectiveness of rail freight quality management, a **uniform punctuality KPI** should be put in place, measuring punctuality end-to-end along the entire rail transport chain.
- Such measurement must include a **clear identification of delay causes**, showing not only what kind of event but also which party has caused certain delays and to what extent.
- Ideally, such KPIs are available on a rolling basis via an **on-line dashboard**, allowing shippers to select relevant routes.
- Availability of such KPIs will help to **reinstall shippers' confidence** lost in rail and **trigger further modal shift**
- **It is proposed to make such KPI information available in a uniform harmonized manner for all TEN-T RFCs**



# Thank you for your attention

**Frank Andreesen**

Vice President



**covestro.com**

Covestro GmbH  
Logistics Advocacy

**Telefon**

+49 214 6009 8120

Kaiser-Wilhelm-Allee 60

**Mobil**

+49 175 3081202

51373 Leverkusen  
Deutschland

[frank.andreesen@covestro.com](mailto:frank.andreesen@covestro.com)

**covestro.com**