
Workforce management in periodic routing

Karen Smilowitz

Associate Professor

Junior William A. Patterson Chair in Transportation

Industrial Engineering and Management Sciences

Northwestern University

Joint work with

Tingting Jiang

Northwestern University

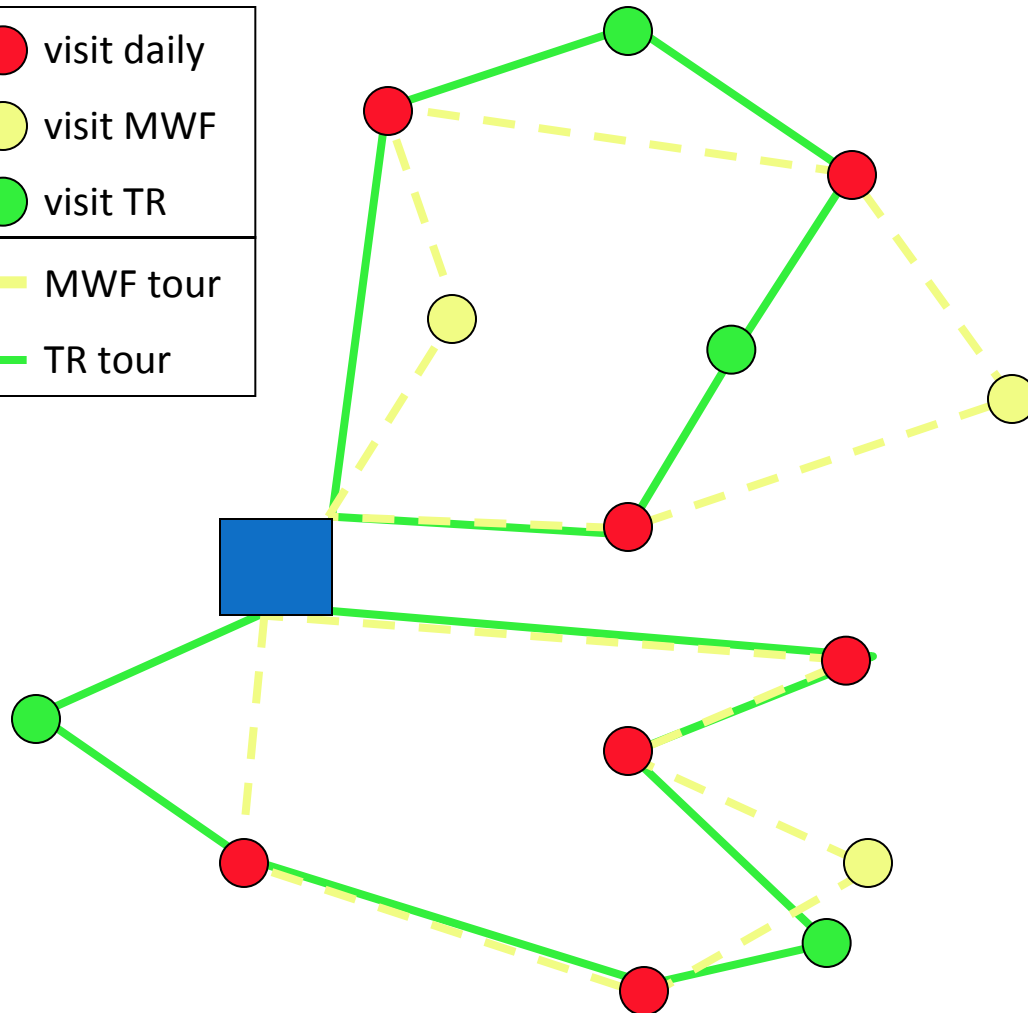
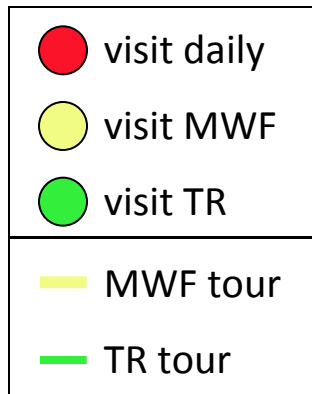
Maciek Nowak

Loyola University Chicago

Can library operations help UPS?



Period Vehicle Routing Problem (PVRP)



Serve customers over a period of time (days in week)

Given

- customer locations
- a depot location
- customer demands
- vehicle capacities
- service requirements

Find a set of tours that visits all customers with minimum length over a period of time and observes capacity restrictions

Commercial applications: grocery delivery; waste collection of waste, etc.

Operational complexity

Difficulty of solution implementation from the perspective of the service provider and its customers

Customer Familiarity

Reduce the cost per visit to a customer as the frequency of visits to that customer increases

Region Familiarity

Reduce the cost per visit to a region as the frequency of visits to that region increases

Why does operational complexity matter?

Zhong, Hall, and Dessouky (2004)

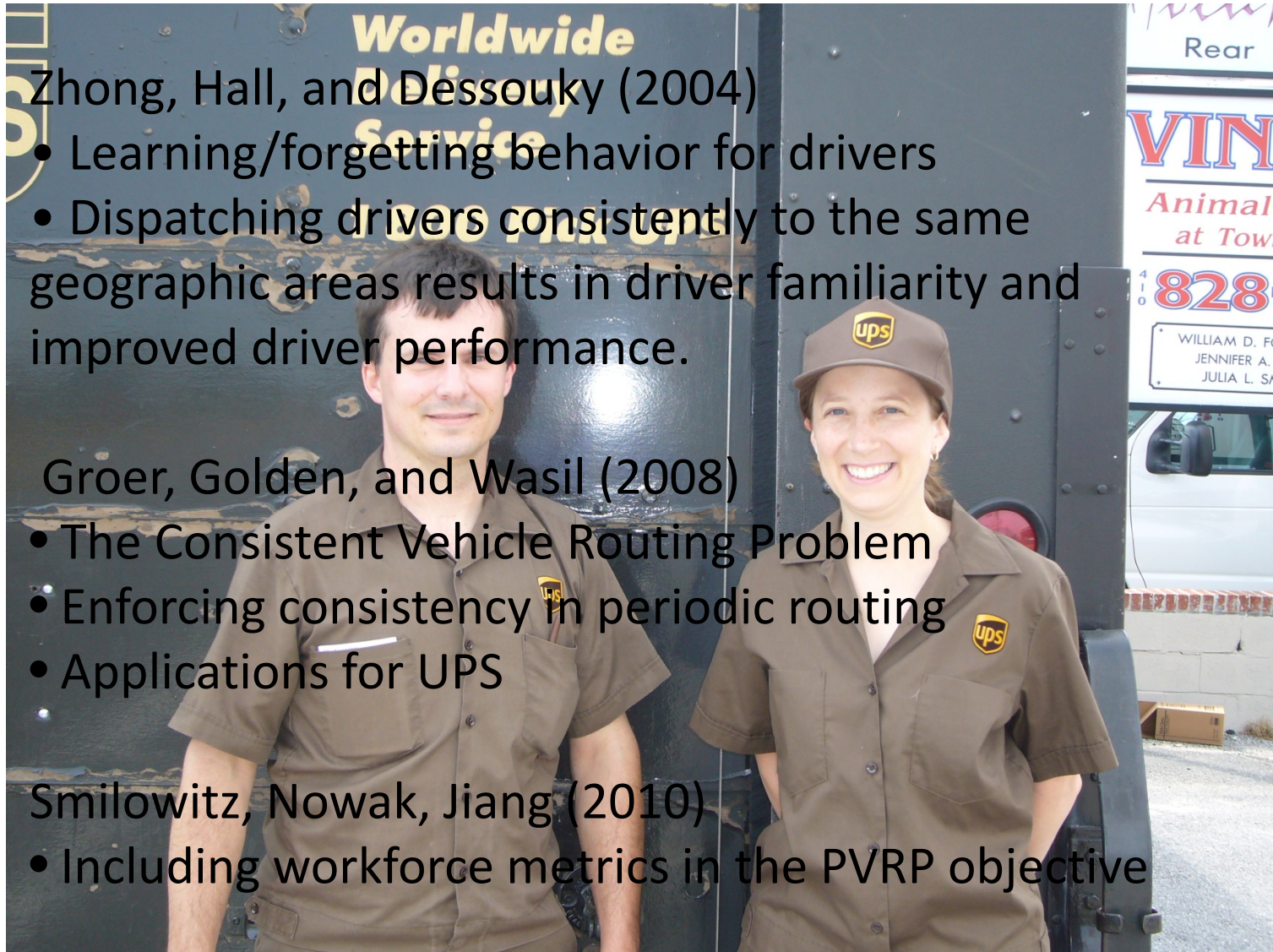
- Learning/forgetting behavior for drivers
- Dispatching drivers consistently to the same geographic areas results in driver familiarity and improved driver performance.

Groer, Golden, and Wasil (2008)

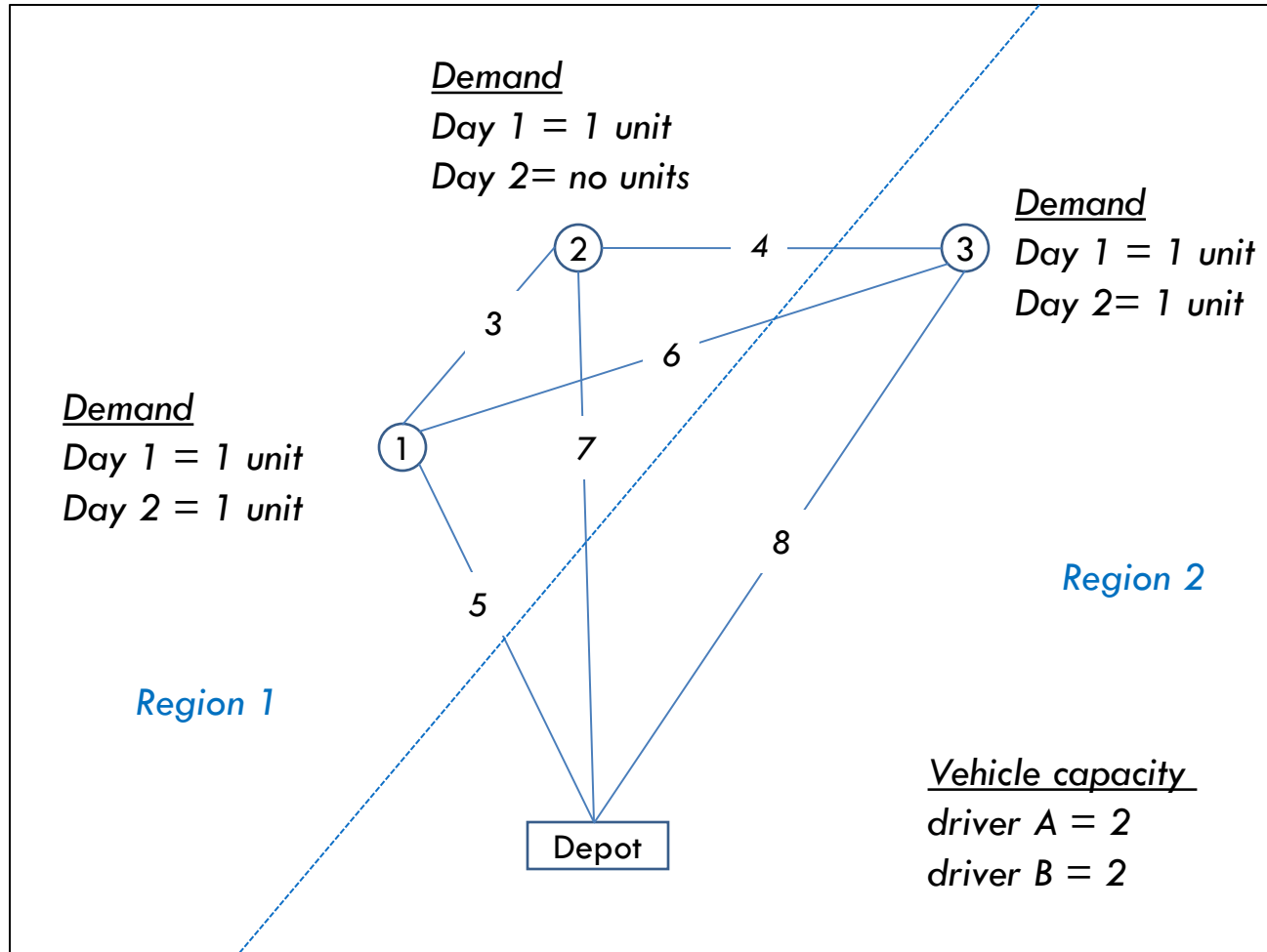
- The Consistent Vehicle Routing Problem
- Enforcing consistency in periodic routing
- Applications for UPS

Smilowitz, Nowak, Jiang (2010)

- Including workforce metrics in the PVRP objective

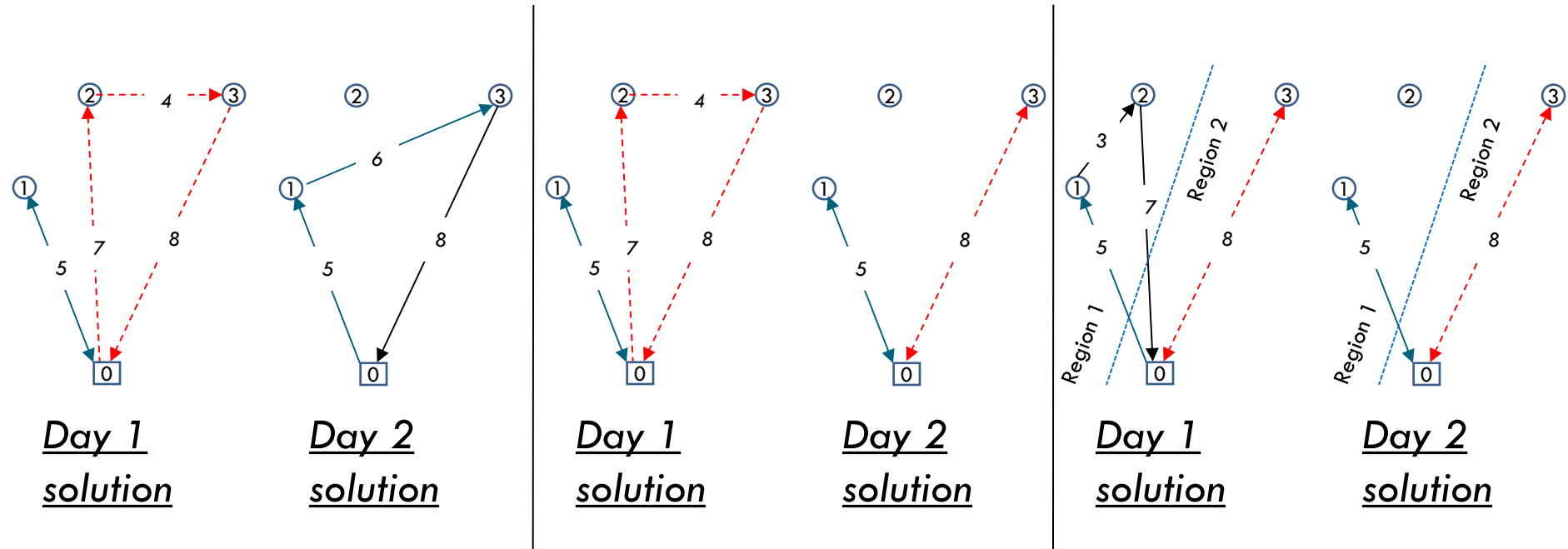


Example: how objectives change solutions



Comparison of sample solutions

— Driver A
- - - Driver B



(a) Minimize distance

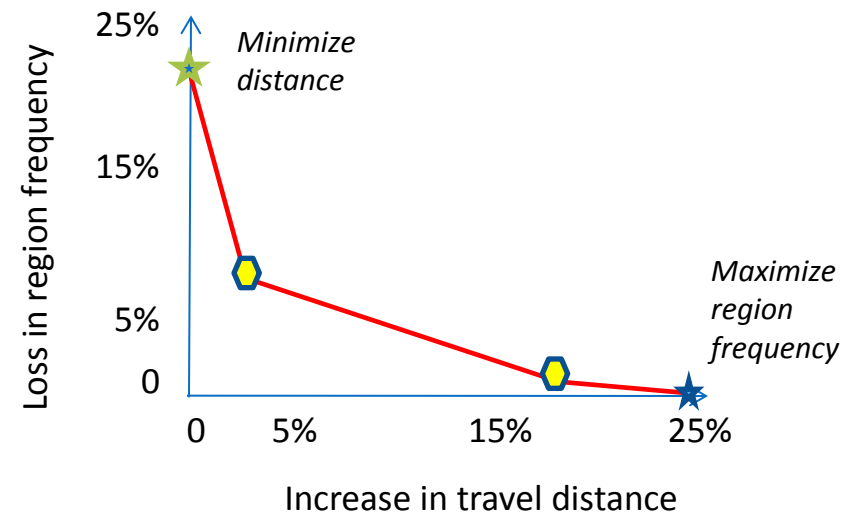
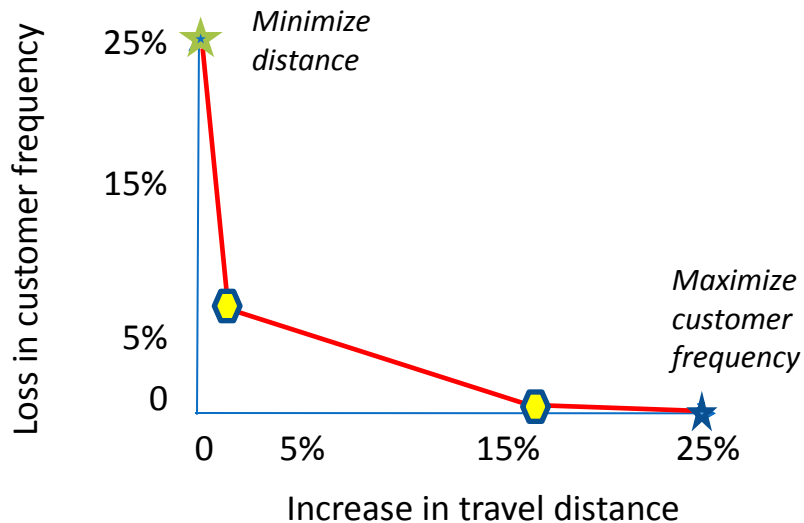
(b) Maximize customer familiarity

(c) Maximize region familiarity

Partition drivers by customers; increases number of drivers used

Partition drivers by regions; also increases number of drivers used

Observations



- Focusing solely on travel distance will not achieve satisfactory levels of workforce metrics.
- Using multi-objective models, one can obtain a satisfactory balance between workforce metrics and travel distance.

Next steps

- Analysis with UPS data
 - Should operational complexity be a constraint or an objective in the problem?