



Road Freight and Trucking Operations Management Course: Haulage Costing and Dispatch

4 – 8 October 2027

London - Central London four-star



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Introduction:

Road Freight and Trucking Operations Management is a 5-day course for staff who run haulage operations, plan trips and dispatch trucks, ending with a Costing and Dispatch Improvement Plan for a case haulage company. Haulage operators lose margin when lanes are priced without a true cost per kilometre, trucks return empty, payloads breach axle limits and dispatch decisions ignore driver hours. Nominees already schedule loads, quote customers or supervise drivers, and they learn by building working cost, tariff and dispatch models from realistic trip data. CoreConcept Training Center delivers this road freight and trucking operations course.

Course Objectives:

- Classify road freight demand into full truckload, less-than-truckload and specialised haulage services and match each to a contract and tariff structure
- Calculate cost per kilometre, trip cost and lane tariffs from standing and running costs, including the return leg
- Plan payload placement within axle load limits and specify load restraint by lashing, blocking or friction methods
- Allocate loads to trucks, drivers and subcontracted hauliers on a daily dispatch board using transport management system and telematics data
- Reduce empty kilometres through backhaul matching while keeping driver hours, fatigue risk and cross-border paperwork under control
- Build a Costing and Dispatch Improvement Plan with KPI targets for on-time delivery, loaded ratio and lane margin

Target Audience:

- Managers responsible for the commercial and operational results of road haulage companies and trucking divisions
 - Planners responsible for trip scheduling, load building and route selection for long-haul and regional work
 - Dispatch leads responsible for daily truck allocation, driver assignment and exception handling
 - Commercial staff responsible for quoting lanes, agreeing rate cards and renewing customer haulage contracts
 - Supervisors responsible for driver hours records, load securing checks and safety reporting in transport depots
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Course Outline:

Day 1: Road Freight Market, Service Types and Haulage Economics

- FTL, LTL and Specialised Haulage Service Type Comparison
- Hub-and-Spoke Terminal Networks, Linehaul and Collection Runs
- Haulage Customer Contracts, Rate Cards and Fuel Surcharge Clauses
- Haulage Operator Cost Structure Split Into Fixed and Variable
- Current-State Baseline of Lanes, Loaded Kilometres and Margins

Day 2: Haulage Costing Models, Load Planning and Securing Standards

- Cost per Kilometre Model Built From Standing and Running Costs
- Trip Costing and Lane Tariff Calculation With Return Leg Allowance
- Axle Load Distribution Calculator for Semi-Trailer Payload Placement
- EN 12195 Load Restraint Methods for Lashing, Blocking and Friction
- Dangerous Goods Road Carriage Documents and Placarding at Overview

Day 3: Dispatch, Route Planning and Subcontracted Capacity

- Daily Dispatch Board Allocation of Loads to Tractor Units
- Route Planning With Delivery Windows, Restrictions and Rest Stops
- Transport Management System Order Entry, Tendering and Freight Audit
- Subcontracted Haulier Vetting, Spot Rates and Digital Freight Marketplaces
- Telematics Trip Data for Proof of Delivery and Customer Alerts

Day 4: Empty Miles, Driver Fatigue, Cross-Border Moves and Performance Control

- Backhaul Matching and Triangular Routing to Cut Deadhead Kilometres
- Driver Hours Records, Tachograph Data and Fatigue Risk Controls
- Safety Culture Survey and Near-Miss Reporting for Driving Teams
- TIR Carnet and Cross-Border Consignment Documents in General Terms
- Haulage KPI Set for On-Time, Loaded Ratio and Margin

Day 5: Modelling Build of the Costing and Dispatch Improvement Plan

- Case Haulage Company Brief With Lanes, Trucks and Tariffs
 - Case Cost per Kilometre and Lane Profitability Model Rebuild
 - Case Dispatch Schedule Redesign With Backhaul and Subcontractor Mix
 - Case KPI Dashboard Targets for Utilisation and On-Time Delivery
 - Costing and Dispatch Improvement Plan Completion and Panel Review
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Skills You Will Gain:

- Haulage Cost Modelling
- Lane Tariff Setting
- Axle Load Planning
- Load Restraint Specification
- Truck Dispatch Scheduling
- Subcontractor Capacity Management
- Empty Mile Reduction
- Driver Fatigue Risk Control

Why Attend This Course:

- Present a Costing and Dispatch Improvement Plan for a case haulage company to the operations director and the commercial manager
- Decide which lanes to reprice, which return loads to accept and when to hand a trip to a subcontracted haulier
- Avoid loss-making contracts, overloaded axles and driver hours breaches that bring fines, claims and delayed deliveries
- Share cost per kilometre worksheets, dispatch board templates and KPI definitions with planners and commercial colleagues

Conclusion:

Back at work, the participant hands the Costing and Dispatch Improvement Plan to the operations director, the commercial manager and the dispatch team. They use it to reset lane tariffs at contract renewal, rebalance own trucks against subcontracted capacity and set daily backhaul targets for planners. After the first month of use, the unit should compare actual cost per kilometre, loaded ratio, on-time delivery and lane margin with the plan, then adjust tariffs, dispatch rules and subcontractor rates where trip data differs from the assumptions.

Frequently Asked Questions FAQ:

What should participants know before the road freight and trucking operations management course?

Participants should already plan trips, dispatch trucks, quote customers or supervise drivers. Bringing anonymised trip records, a rate card and a monthly cost summary lets them populate the cost per kilometre and dispatch models with their own operation's figures.

How does road freight and trucking operations management differ from a fleet asset management course?

This course centres on running a haulage business: pricing lanes, building loads, dispatching trucks and subcontractors and cutting empty kilometres. A fleet asset course focuses instead on buying, leasing, maintaining and replacing vehicles across their life cycle.

Why do empty kilometres matter so much in road freight and trucking operations management?

Empty kilometres carry nearly the full running cost of a trip with no revenue, so they erode lane margin directly. Backhaul matching, triangular routing and freight marketplaces raise the loaded ratio and spread fixed costs over more paid kilometres.

What does a participant take back from road freight and trucking operations management training?

Participants take back a Costing and Dispatch Improvement Plan with a working cost per kilometre model, revised lane tariffs, a dispatch schedule redesign and KPI targets, ready to adapt to their own lanes, trucks and customers.
