

stops. For the sake of this example, assume that the driver entered the Prepare element screen all fifty times, though this would not necessarily be required to perform an OJS ride. Now suppose that over the course of these fifty “prepare” elements, the delivery driver fails to properly perform, for example, the prescribed “Check Mirrors” method five out of the fifty times. As described above, on each of the five times that the driver fails to properly perform the “Check Mirrors” method, the supervisor checks the box next to the “Check Mirrors” method description, and the processor **18** records the check mark as input data in the memory **24** during the delivery stops where each of the infractions occurred.

[**0079**] As a way of alerting the supervisor to the fact that special attention may be required with regard to the prescribed “Check Mirrors” work method, the processor **18** can be programmed to alter the background color of the “Check Mirrors” method description based on the number of times it has been selected. Therefore, using the particular illustrative logic described above, in response to the “Check Mirrors” method being selected as many as five times, the processor **18** would cause the background color behind the “Check Mirrors” method description to turn from a first color (e.g., grey) to a second color (e.g., yellow). And, if at some point later in the OJS ride the delivery driver required training on the “Check Mirrors” method as many as ten times, for example, then the processor **18** would cause the background color of the “Check Mirrors” method description to change from the second color (e.g., yellow) to a third color (e.g., orange).

[**0080**] Those of ordinary skill in the art will understand that the PDA **12** can be programmed to respond to any number of such predetermined alert levels that are deemed appropriate for a given application of the PDA **12**. In one embodiment, the PDA **12** is programmed to provide a supervisor with five distinct color-coded alert levels. This and other such visual alerts are extremely advantageous because they help a supervisor to maximize the effectiveness of the time he or she spends with a delivery driver, or other such subordinate, by prompting the supervisor to specifically target those work items that the employee is having the most trouble with. Thus, this and other aspects of the PDA **12** can help make an individual management session far more effective at eliminating a given employee’s personalized work deficiencies than might otherwise have been possible using past evaluation and training techniques.

[**0081**] As the on-road portion of the OJS ride progresses through the component parts or elements of each delivery stop, the next on-road elements screen after Prepare that is typically selected by the supervisor is the Travel element screen. The Travel element screen is represented as state **52** in **FIG. 3**, and is best shown by the screen display of **FIG. 4G**.

[**0082**] As shown by **FIG. 4G**, the left-hand portion of the Travel screen comprises the elements menu described above, and the right-hand portion of the screen comprises a list of employer prescribed methods associated with the “travel” element of the delivery driver’s workday. The travel element refers to the on-road portion of the driver’s workday during which the driver is traveling to or from a delivery stop. The operation of, manner of display, and features associated with each of the method descriptions listed on the Travel screen operate in a manner as described above. In other words, if the driver commits a method infraction that is associated with the Travel element, the supervisor checks

the box next to the corresponding method description, and the processor **18** records the check mark as input data in the memory **24**. Methods categorized as belonging to different job-related areas are displayed in a visually distinct manner from each other. Furthermore, over the course of the on-road portion of the OJS ride, the processor **18** will alert the supervisor to any travel methods that the driver repeatedly fails to adhere to by, for example, changing the background color of such methods in a manner as described above.

[**0083**] During the travel time en route to a delivery stop, the supervisor typically accesses the Tools screen. The Tools screen is represented as state **54** in **FIG. 3**, and is best shown by the screen display of **FIG. 4H**. Among other things, the Tools screen comprises fields that allow the supervisor to enter the stop number and address of the next delivery stop. In one embodiment, the processor **18** causes the Tools screen to appear automatically in response to the user tapping on the Travel element. In another embodiment, the Tools screen does not appear automatically, but can still be accessed manually by using the stylus to tap on the Tools element that is located in the elements menu located on the left-hand side of the Travel screen, and other on-road screens.

[**0084**] The Tools screen further comprises fields for displaying and/or modifying the planned and actual SPORH (Stops Per On Road Hour) for the current OJS ride, and a number of function buttons such as “Change Color,” “Element Methods,” “Element Tally,” “Notes,” and “View Methods.” The Change Color function allows the user to change the color of the screen. The Element Methods button allows the user to view the on-road methods associated with the element from which the user entered the Tools screen. The Element Tally button allows the user to view a running total of the number and type of method infractions that have been committed by the delivery driver during the OJS ride. The Notes button allows the user to record notes during the OJS ride. Any notes entered by the user will be “time-stamped” by the processor **18** so that the notes can be associated with the particular element and stop number during which they were entered. Finally, the View Methods button allows the user to access and read all method definitions.

[**0085**] To exit the Tools screen, and return to the elements screen from which the user initially accessed the Tools screen, the user clicks on the “Close” button. In other words, if the user entered the Tools screen from the Travel screen, then clicking on the Close button in the Tools screen will return the user to the Travel screen.

[**0086**] If the next stop along the delivery route involves delivering one or more packages to a customer, then after completing the travel element on route to the delivery stop, the supervisor typically selects the “Select” element screen from the elements menu located on the left-hand side of the Travel screen. The Select element screen is represented as state **56** in **FIG. 3**, and is best shown by the screen display of **FIG. 4I**.

[**0087**] As shown by **FIG. 4I**, the left-hand side of the Select screen comprises the elements menu of on-road elements screens that can be selected by the user during the on-road portion of the OJS ride. The right-hand portion of the Select screen comprises a number of stored data items relating to one or more management activities that are associated with the “select” element of a package delivery driver’s workday. The “select” element refers to the period during which the driver selects one or more packages from the shelves or other space within the delivery vehicle for delivery to a customer. The items displayed on the right-