

I live near Abingdon, Oxfordshire and I normally get up at 7am. I am usually woken by my alarm clock, although sometimes my three 'human alarm clocks' — namely my three children under five wake me up at any time from 6.15am. ㄥㄥㄥ

No two days are the same for me but I usually lie in bed for a short time thinking of all the things I have to do that day. Pen and paper are always at the side of the bed!

After a green tea and honey detox and checking my emails, I hit the road at 7.30am in my convertible Smartcar which is liveried with the slogan 'ByBox: distribution revolution'. The roof comes off for the first 500m from home to get some fresh air as long as it isn't raining!

The morning telephone calls are a priority as I drive to my first destination. A call to my managing director Mark Garritt at the Coventry hub is made to discuss plans for the day.

My first destination today is Buckinghamshire. The meeting was excellent and discussions were positive between the two parties, particularly how the company I was visiting might use the ByBox electronic box network for new initiatives.

I leave Buckinghamshire at 11am and join the motorway network towards Coventry, continually making calls to my office and customers through my Bluetooth headset.

Conversation includes discussions with the ByBox head of marketing regarding preparations for the Service Management Exhibition (SME) which is due to take place in a week's time. Then it is time for a catch up with Mark

Thinking in the box

A new *Motor Transport* series asking how transport professionals spend a typical 24 hours begins with Stuart Miller, CEO of ByBox Holdings

Garritt on that morning's meeting and subsequently business partner Dan Turner about the operation in France and some key bids that the company is currently in the middle of at the moment.

En route to Coventry I pull in to buy a sandwich as mid-day approaches and when I arrive in Coventry my first task is again to check my emails. I won't have a Blackberry or I would be looking at my emails all the time!

I have an update every day with my software developers and my research and development team to ensure that all projects are on track.

I work in an open plan office with a desk that is embarrassingly cluttered with things I am always meaning to read such as jazz magazines and industry journals!

Today my afternoon diary is interesting because over the past year ByBox has had four parties who have wanted to buy an Australian franchise. A New Zealand couple has arrived at the office with a view to investigating how they could acquire one. The meeting starts at 2pm between the visitors, Mark Garritt, myself, of course, and head of UK sales, Richard Cross. Richard gives them the standard sales presen-



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tation followed by the right and wrong ways to try to build a box-based distribution business, using the UK as a model brand.

The meeting goes on for three hours until about 5pm but during the course of the discussions I have to leave about four times to deal with a particular tender and clarification and discussion on certain points.

It was agreed that the New Zealanders, who are staying in the UK until Christmas, would spend time at ByBox with sales and operational staff in order to get real hands-on experience of the business before a final decision is reached. Time for another coffee then after my visitors leave. I can't stand bad coffee — so another pot on! I again check my emails and have further meetings taking the office working day to 7pm.

Tonight I have dinner in Coventry with my head of innovation to discuss and prioritise all the projects in the pipeline including the ByBox electric car that the company wants to launch in London. After a good dinner, including a couple of glasses of wine, and productive discussion I retire to bed at about 11pm.

I sleep soundly! ■