

# Fleet support Technician/Trainer - Appendix #1

## ■ Workshop supervision

The onsite technical manager assist and supervise already existing mechanics and staff in the workshop on a daily basis.

### Benefits:

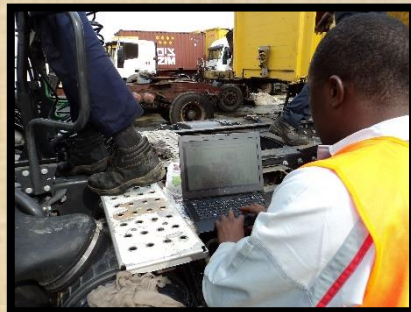
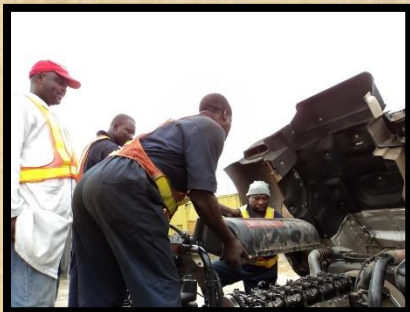
- Mechanics become familiar and confident with working on the new trucks and/or busses
- Inspection and quality control of service and repair insure the vehicle leave the workshop in a road safe condition

## ■ Preventive maintenance

Setting up systems and measures that safeguard and ensure thorough inspections are carried out on a regular basis

### Benefits:

- Regular and abnormal wear and tear is identified and the correct measure are taken to rectify and correct them
- Timely inspections will lower the overall cost of maintenance throughout the lifetime of the vehicle





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## ■ Service record and reporting

Keeping updated hardcopy and softcopy files to maintain a complete and correct vehicle history

### **Benefits:**

Reduce downtime of the truck with well-organized planning

Identify reoccurring faults and improve diagnostic

## ■ Fuel management and data extraction

Using data extraction from the ECM on trucks such as Renault INFOMAX or Volvo DANA Fleet

### **Benefits:**

- Limit abnormal wear and tear and reduce fuel consumption
- Identify driver related issues that have an effect on running cost such as fuel theft and incorrect use of gears

## ■ Warranty claim and Campaign management

Throughout the warranty period documenting and processing any warranty claim or campaign that should occur

### **Benefits:**

- Speed up and increase warranty claim approval
- Timely corrections of manufacture recal campaigns repair and modifications to prevent breakdown and faults





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## ▪ Spare parts inventory control

Set up systems to monitor fast, slow, dead stock and reordering levels, use of parts catalogues

### Benefits:

- Always the right parts in stock at the right time
- High parts flow and minimum stock level

## ▪ Training of mechanics

Brand specific and basic technical courses with focus on hands-on training

### Benefits:

- Competence building and increase of skill levels of existing mechanics
- Train apprentices and newly hired mechanics to work on you specific Brands

## ▪ Driver training for truck drivers

Individual driver training and monitoring of driver behavior

### Benefits:

- Minimize driver related accidents
- Reduce abnormal wear and tear and fuel consumption

