

## PREVENTIVE MAINTENANCE-THE EASY PART OF DIFFICULT

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It's hard work, managing your fleet. It's even harder work worrying about it. Do you have the right people doing the worrying for you? Why must repairs be so expensive? Where is the money going? Is there a better way of doing it?

Most of these questions are ones that truck owners and operators ask themselves on a monthly basis when they look at income and expenditure statements for their company. More than often, it hurts, and questions are being asked. Costs appear to be escalating, and very little mechanisms exist to control maintenance expenditures. So this raises the question.

Is there another way?

Yes, there is.



This document serves as an introduction to the concept of ITIS Preventative Maintenance Systems. The ITIS PMS system is designed to accurately reflect the condition of your fleet, monitor the costs of maintaining it, and to identify potential hazards that will impact on the productivity of the fleet and equipment. It allows for accurate cost recording, and thereby ensuring that vehicles and equipment down-time is minimized, and that repairs are concluded accurately and cost effectively.

The ITIS Preventative Maintenance System is customizable to your own fleet, your maintenance procedures, and applicable to every vehicle. It consists of 8 parts, as follows:

1. Fleet Assessment
2. Vehicle Inspection
3. Job Card completion

4. Defect reports and Service requirements
5. Servicing Schedules
6. Quotation
7. Repairs and Servicing
8. Records Update and management
9. Breakdown investigations and reporting
10. Accident Investigations

### 1. Fleet Assessment

In this process we assess your whole fleet and look at the servicing and repair history of each vehicle. We determine the historical costs for the maintenance of the vehicle, and then use this data to plan the preventative maintenance schedule for the vehicle. In this respect, we use vehicle age, kilometers run, R&M costs to date and driver input in order to assess at what stage of the PMS (Preventative Maintenance System) the specific vehicle should be introduced. Older vehicles have shorter service periods, as an example.

### 2. Vehicle Inspection

In this process the vehicle is assessed from top to bottom and a comprehensive report produced that will highlight all existing and potential problems and dangers. In this report the owner or Fleet Manager will be notified of any immediate items that requires attention and to ensure the vehicle is operated legally and safely.



### 3. Job Card Completion

Every defect or problem that is found during this inspection will be captured onto a job card. This document serves a multitude of functions.

- A record of the defect, complete with date and time, operator and inspector's names will be created.
- This is the source document for the complete process during which the relevant repairs will be completed and costed to the specific vehicle.
- The job card also forms the instruction to the repairer as to what work is required. If properly completed, there can be no extra work done for which the client has to pay.
- The job card is also then used as a means to measure the work completed by the service provider.

- It also then becomes part of the authority for payment to be made for the work that was done. This process eliminates the possibility of additional costs being added to the invoice, and the client only pays for work that was requested.

#### 4. Defect Reports and Service Requirements

1. During the initial fleet survey, a complete defect list for all vehicles will be provided. These defects will be graded into three categories, based on the nature of each defect.
  1. Cat 1 – Minor defects, requiring no immediate attention
  2. Cat 2 – Higher level defect, requiring repair within the current service cycle
  3. Cat 3 – Urgent defect, impacting on the safety and legal status of the vehicle, and which has to be repaired immediately
1. The ITIS Preventative Maintenance System uses the regular servicing schedule for the vehicle as the basis to determine servicing schedules. The schedules are explained in the following paragraph.

#### 5. Servicing Schedules

1. There are three servicing schedules, based on the manufacturer's recommended major service schedule. The service cycle therefore starts with the "C" service, which is the major service. The period for this service is determined by vehicle condition and age.
2. The "C" Service will be managed by ITIS to ensure that all work is done in terms of the manufacturer's recommendation for that specific service. No additional work will be allowed, unless authorized by the owner or fleet manager, or their representative.
3. The next service is the "A" service, which is a full visual inspection of all vehicle components. The only functional checks that are done during this service is the wiper system and vehicle lights, since these are identified as critical to the safe operation of the vehicle. The period for this service is determined by vehicle condition and age.



- The last service is the “B” service which includes all major components of the vehicle, a drive test, and special attention to a range of specific items relevant to the economic operation of the vehicle.

## 6. Quotation

- Once a defect has been detected and reported, the job card completed, it can then be sent to a potential service provider to quote on the repair. Often the vehicle would have to go to the SP (Service Provider), and they then offer a strip and quote option. The details of this will then be entered onto the relevant job card, and work may proceed, if approved.

## 7. Repair

- The repair will be done in terms of what is contained on the job card. Nothing else will be authorised, ensuring that no unnecessary costs are added to the job. It is often the practice by service providers to inflate prices, add items to their invoice and ensure that they derive the maximum financial benefit from every transaction.
- In terms of this, ITIS will assist in the evaluation of every repair and service invoice, inspect the vehicle and ensure that the work has been completed as requested.
- ITIS will regularly monitor the progress on long term repairs and report to the owner or Fleet Manager.

The image shows a 'Vehicle Maintenance Log' form. At the top, it has a title 'Vehicle Maintenance Log' and fields for 'Vehicle', 'Year, Make and Model', and 'Vine'. Below these is a large table with columns for tracking maintenance. The columns are: Date, Mileage, Service, Oil Change, Rotate of Tires, Wash, Wash, Wash, Air Filter, Fuel Filter, Wiper Blades, Spark Plugs, Brake Pads, Brake Rotors, Transmission, Special Pkg, Safety, Other, Annual Cost, and Comments. The table has many rows for data entry. At the bottom right of the table, there is a 'Total' row. The website 'www.AustralianFleet.com.au' is printed at the bottom of the form.

## 8. Records Update

- Once repairs have been completed and the invoice paid, ITIS will ensure that all documents are updated, costs allocated and all other functions related to the repair completed.
- A Job Completed entry will be made onto the vehicle’s file, and the job card number applied to it to ensure that all transactions have a clear paper trail that ensures transparency.
- Further to this, ITIS will evaluate your current record keeping systems, both manual and electronic, and will ensure that all

vehicles are properly managed and costs allocated to the correct places.

#### 9. Breakdown Investigation

1. ITIS will investigate any breakdown with a view to ensuring shortened repair times, but also to investigate the implementation of systems that will prevent similar breakdowns in future.
2. A comprehensive report on all defects and breakdowns will be prepared, accurately pinpointing the reasons for the breakdown.

#### 10. Accident Investigations

1. ITIS will investigate all accidents critically and honestly, ensuring that the data from on-board equipment is properly evaluated and that the results of the investigation accurately represents the events leading up to the accident.

