

**MAINTENANCE
RISK
MANAGEMENT**



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MANAGEMENT

WHY ARE WE IN BUSINESS?

MONEY

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RISK
MANAGEMENT

What can I tell you?

How do we make
money at low risk ?

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FINANCIAL

LEGAL

chance of

Revenue

Corporate

loss or disaster.

Costs

Criminal

Civil

Civil

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480

NV5200

Savage

The Maintenance Balancing Act

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Generally company policy and adds to maintenance cost



Mandatory for success



Not measured in \$\$ terms

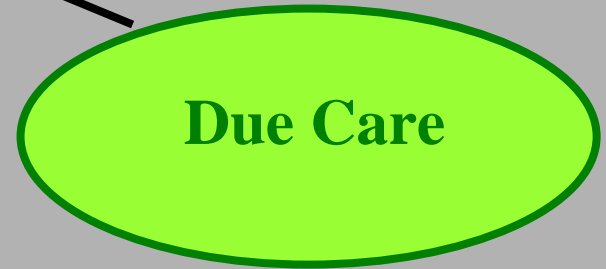
Never on company balance sheet

Management KPI

Focus of Management



Target for meeting company budget



Not generally considered until the shit hits the fan

MAINTAINING THE EDGE

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The Changing Face of Fleet Management

Work cover insurance will increase

Work environment will fall below acceptable limits

Cheap non compliant parts used ilo genuine

Cheap repairers

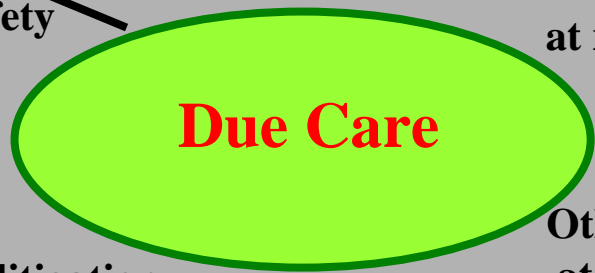


Work related injuries are likely to increase

Productivity will decline

Maintenance costs will rise

Short cuts taken, reduction in maintenance



Towing

Hire in

The vehicle safety is at risk

Drivers at risk

Increase in breakdowns

Increase cost of business

Company at risk of enormous litigation

Others at risk

The Chain of Responsibility

Management



Customer

Fleet Management Forwarder

Operations

Driver

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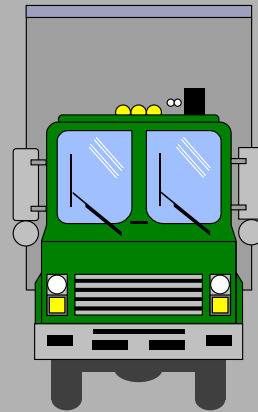
A Vehicle is a Tool

Money in the Bank

Cost of Task

MAINTAINING THE EDGE

Information is the Key



Vehicle Asset Detail

- responsibility
- replacements
- decommission/sold

Vehicle Running Detail

- repair returns
- fuel

Vehicle History

- operating details to date
- repair details to date
- running details - by month

Vehicle Registration

- registration
- insurance

Vehicle Repair Details

- fault report
- repair centre details
- cost

Vehicle Statistical Data

- reports by category
- operations by location

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Operations Drivers



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Operations

Drivers

Hidden Costs

Educate Management



In House vs Out House

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Critical Mass

Out-sourcing is not a panacea

Manage your own business

Form partnerships



Best Practice

1. Optimisation

2. Right

-practice

-actions

-costs

3. There are no short cuts

WARNING

**ONE OF THESE
MELONS HAS
BEEN INJECTED
WITH CYANIDE**

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**NOW
THERE'S
TWO**

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Lack of Knowledge

Simple.

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Lack of Understanding

Get rid of the risk

Lack of Commitment

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Best staff

Best training

Best staff

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1. Attitude
2. Knowledge
3. Experience
4. Interpersonal skills
5. Earns respect
6. Character (reliable & honest)

Best Training

1. Experience
2. Trade training
3. Management training
4. People training
5. Involvement in the Industry

Get Involved

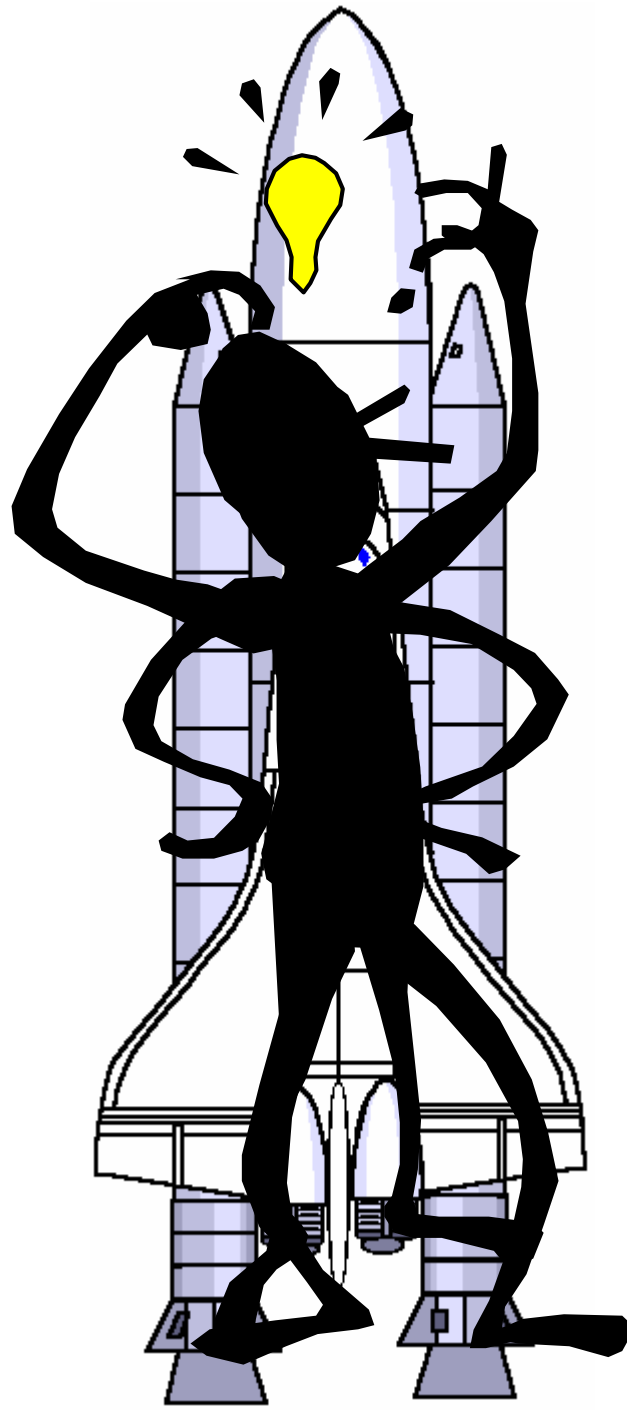
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Craig Roseneder National Award
For Technical & Maintenance
Excellence in the Workshop
By an Individual in the Trucking Industry



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Good People

Good Training

Partnerships

Optimal Practice

Industry Involvement

Duty of Care

Risk

SENSE of

URGENCY

Prepare for

Tomorrow

Commitment

Profit with the “edge”

Risk **QUESTIONS** **People**

Training

Out-sourcing

Cost Transfer

Chain of Responsibility

Industry Involvement

Real Costs

Valve Cap approach

Money in the Bank

Partnerships

Hidden Costs

Fleet Management Systems

Optimal Practice

Duty of Care

**THERE ARE NO
SHORTCUTS**