

SERVICE SOLUTIONS

Our commitment is your peace of mind

Close to you

Toyota Material Handling Europe aims to be close to every one of its customers, so although we are part of the global leader in materials handling we still focus on acting locally with operations in over 30 countries across Europe. So no matter where your business is located we are never far away, ready with the people, the expertise and the resources to provide you with the services and the solutions you need, when you need it.

With Toyota Material Handling Europe at your side, you will benefit from the same high-quality products and support wherever you are situated. Choose us as your materials handling partner, and discover for yourself how we really are stronger together.

- Austria • Belarus • Belgium • Bulgaria • Croatia • Cyprus • Czech Republic
- Denmark • Estonia • Finland • France • Germany • Greece • Hungary • Iceland
- Ireland • Italy • Latvia • Lithuania • Luxembourg • Netherlands • Norway
- Poland • Portugal • Romania • Russia • Slovakia • Slovenia • Spain
- Sweden • Switzerland • Turkey • Ukraine • United Kingdom •

Non contractual document - Specification may change without prior notice. Please consult your authorised TMH distributor for details - September 2009 - Thelence agency - Photographs Philippe Durault.



TOYOTA MATERIAL HANDLING EUROPE, MANAGING THE TOYOTA AND BT MATERIALS HANDLING BRANDS IN EUROPE



www.toyota-forklifts.eu



Our commitment-more than just words

Our service commitment is driven by our dedication to continuous improvement or 'Kaizen' – one of the core pillars of the Toyota way of doing business. This approach is demonstrated by our ongoing investment in our service infrastructure – or 'Mobile Service Platform' as we call it. This combines the benefits of technology with a human approach and links you to our global expertise, experience and resources every time we deliver a part or service a truck.

Some facts to back up our words

Talking about commitment is one thing but we can back up our words with facts.

- Our European network has more than 350 service centres in over 30 countries
- We operate a fleet of more than 3,300 fully equipped mobile service vans
- Our European workforce has over 4,500 fully trained technicians
- All our service vans carry a parts stock that meets the needs of their local customer fleets
- Our mobile service technicians can remotely order parts online for overnight delivery
- Each technician has instant access to the service history of more than 550,000 trucks
- We look after more than 210,000 trucks on some form of Service or Rental Contract
- We carry out more than 3.5 million service assignments every year
- We can deliver any spare part for any of our trucks anywhere in Europe within 24 hours
- 95% of all reported breakdowns are successfully resolved by our service technicians on their first call*

**Average rate for the whole of our European network*

The people behind our commitment

Of course, we can all quote facts and figures but in reality the most important fact for you is whether the person who arrives at your premises can fix your problem and the most important figure is how quickly that person can do the job.

We know that's over-simplifying things but we have never lost sight of one other important fact – the crucial role our people play in delivering a first-class customer service. That's why the most important resource in our Mobile Service Platform is our people. We have over 4,500 expert service technicians spread across Europe who deliver our service commitment to our customers on a daily basis. And to enable them to deliver the most effective service we have provided them with the best training, the best equipment and the best technological back-up.



MOBILE SERVICE PLATFORM

Easy to deal with

Our Engineering Administration SYstem (or EASY for short) has been developed to make the whole process of dealing with any service enquiry as efficient as possible. It provides our technicians and support staff with instant access to a database of more than 500,000 trucks and a wealth of service and parts information. This makes it easier for us to respond quickly and knowledgeably to your service enquiry and makes it easier for you to do business with us.

One call to any of our service centres sets in motion a well-developed service response:

► **STEP 1** ► Your call is automatically logged and we can instantly access details of your truck from our service database. This helps us to carry out a preliminary diagnosis before contacting the nearest available service technician with all the information they need for a fast, efficient response.



► **STEP 2** ► Using the latest mobile communications and handheld computers, each technician has instant access to information about customer fleets, fault reporting, service histories and parts manuals. Armed with all this information the technician is able to focus on the problem the minute they arrive in order to get your truck back to work as soon as possible.



► **STEP 3** ► Each of our service vans carry a stock of parts that reflect the needs of their local customer fleets, which means that most problems can be resolved on a first call. In the unlikely event that another part is required our mobile technician can place an immediate order on-line with overnight delivery so that downtime is kept to an absolute minimum.



► **STEP 4** ► When the work is complete all you need to do is simply check and approve the electronic service call report with a digital signature on the technician's handheld computer. Details of the work are automatically updated on the truck service history and you will be provided with a copy of the service report in your preferred format – by fax, e-mail or post.



SERVICE CONTRACTS

Simply choose the Service Contract you require and let us do the rest

Preventing a problem is always better than fixing one. That simple philosophy is behind all our Service Contracts as they are all designed to reduce operational risks and help provide you with a trouble-free materials handling operation. This allows you to concentrate on your core business rather than worrying about unexpected breakdowns, scheduling maintenance, ordering parts or managing service engineers.

Different types of Service Contracts are available to meet different customer requirements but they all aim to maximise the uptime and the operating life of your trucks. Transparent contract terms and known monthly payments also mean that you can take control of your costs and prepare your operating budgets with confidence.

There are three levels of Service Contracts to choose from:

• Safety Inspection

Designed to keep your trucks operating safely and provide protection for your workforce. This contract ensures that your truck always complies with safety standards set by national laws and regulating bodies.

• Preventive Maintenance

This contract is an effective way to prevent unplanned downtime and costly repairs as we take responsibility for maintaining your trucks according to a pre-determined plan as well as ensuring that they meet all safety requirements.

• Full Service

This contract is designed to take care of all your truck maintenance and repair requirements in order to provide you with the highest levels of operational performance and uptime.

Additional options

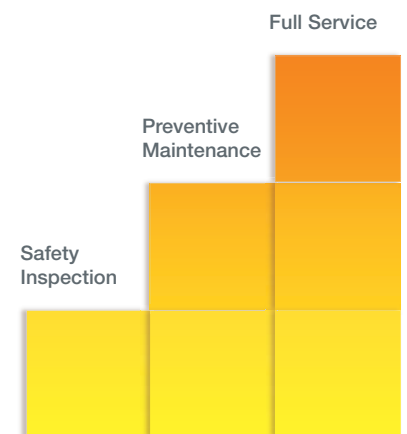
All customers are unique, so although our Service Contracts will meet most operational requirements we also offer additional options so that you can customise your contract to your exact needs, and gain the highest levels of efficiency for your fleet. Examples could include:

- **24/7 service** – If you work round the clock, so can we, providing support during the night and at weekends if required.
- **On-site service technician** – We can support large fleets with the services of an on-site technician, working as an integral part of your team providing full-time support for your trucks.
- **Entire fleet maintenance** – We can take care of all your trucks, whatever their make or age.

Toyota I_Site and Service Contracts – a powerful combination

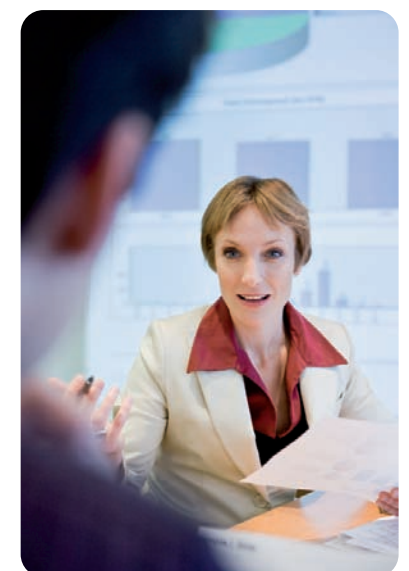
Toyota I_Site is a different approach to fleet management that starts by analysing data from our pan-European service database to help you monitor key aspects of your fleet's performance. We can also combine this data with information taken directly from your truck using the latest wireless technology. We will then work with you to interpret this wealth of information into practical solutions that deliver valuable cost savings, improved productivity levels and higher safety standards across your whole fleet.

The combination of Toyota I_Site together with the added benefits of a Service Contract delivers a comprehensive support package for your fleet operation that is second to none.



Exact details of what is included in each type of Service Contract can vary slightly from market to market and from customer to customer.

Full details of what is applicable for you can be provided by your local service centre.



GENUINE TOYOTA AND BT PARTS

The right part in the right place at the right time

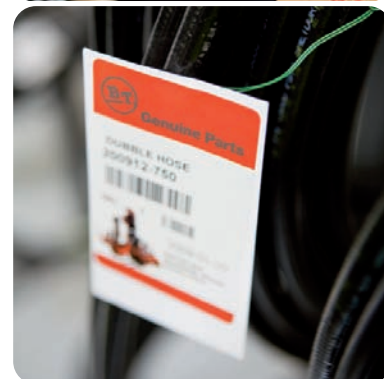
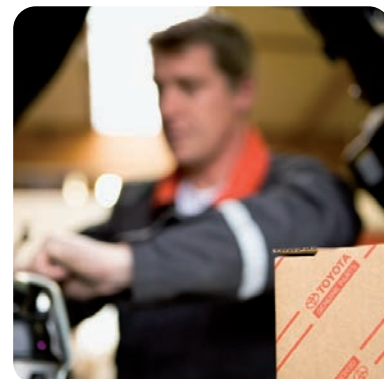
We build our trucks using only genuine Toyota and BT parts, so if you want to maintain the built-in quality and reliability of your truck it makes sense to maintain and repair them using exactly the same genuine parts. You can be sure that they meet the same exacting specifications as all the other parts on your truck so that they combine to provide you with superior operation as well as preserving the value of your investment over time. They will also provide the best fit on your truck, delivering the quickest and most reliable repairs, minimising downtime and maintaining the safe operation of your trucks.

That's why we only use genuine Toyota and BT parts on all of our Service Contracts.

But that's only part of the story—we have also invested heavily in our parts support and logistics operation. This means that we can quickly identify the right part for you and we can deliver any spare part for any of our trucks anywhere in Europe within 24 hours – so we can genuinely promise you the right part in the right place at the right time.

One more commitment

All our trucks have been designed and built to provide you with many years of trouble-free operation. To help us deliver on this commitment we guarantee the supply of genuine Toyota and BT parts for any of our trucks for at least 10 years after their final production date.



DRIVER TRAINING

Human factor remains key

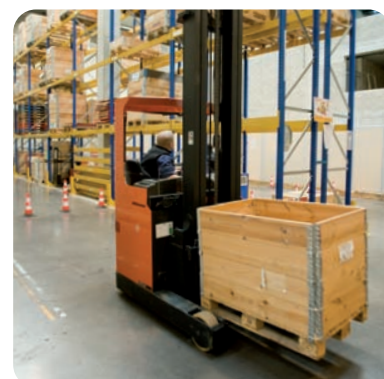
In today's fast-moving world of logistics, companies are continually searching for new and improved methods of materials handling. We know that our trucks can play their part in meeting this objective but the human factor is also a key part of the solution.

A skilled and motivated driver not only offers increased productivity, but will also operate more safely – reducing the risk of damage to stock and equipment – or worse still, injuries to people.

That's why we have developed a complete range of driver training courses covering all types of materials handling equipment. Our expert trainers will guide drivers through the basics of daily safety checks and maintenance routines, as well as covering safe driving practices and operating techniques.

We can offer:

- Practical training on all aspects of operating our equipment at any of our regional training centres.
- On-site training for your drivers, tailored to your specific needs and using your own equipment.
- Specialised training so that you can obtain approved licenses for your drivers.



TOYOTA

SERVICE SOLUTIONS



Our commitment is your peace of mind

As you would expect of the world leader in materials handling we are committed to supporting your truck during its entire operational life. That's why we provide a range of high quality Service Solutions tailored to your individual requirements. Whether it's a routine service or the supply of Genuine Toyota and BT Parts; the provision of Driver Training or the delivery of a Service Contract; you can always rely on the same high level of commitment from us, whatever type of Service Solution you require.

Service Solutions enquiries

Tell us your requirements on-line

Contact us at www.toyota-forklifts.eu

