

T.T.T. News

Tatiara Truck & Trailers Pty Ltd

Lot 1 McLellan Street , BORDERTOWN SA 5268

Welcome to the August edition of TTT news.

We are now more than halfway through the year, with GST, tax returns and all other end of financial year paper work keeping us all busy.

As this newsletter is for you (the customer), we would like to encourage you all to have input, e.g. buying, selling, wanted etc or feedback. Contact Jaime or Narelle on 87520077.

**August Edition
2003**

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IMPORTANT NOTICE FOR ALL CUSTOMERS

In June, we had two inspectors from workcover carry out a hazard inspection of our workplace. On completion of this, we were given a report of issues that we need to address immediately to ensure the safety and welfare of our staff, customers and to comply with OHS&W regulations.

As a result of this, there will be a number of changes to the way we are currently running business. They are:

- Customers will not be allowed to enter the workshop area unless they are given authorisation by staff. Vehicles will be allowed to be driven in the workshop by drivers, but are then required to leave this area.
- Smoking will not be allowed in the workshop, office area or courtesy vehicles. The designated smoking area will be outside the smoko room at the back of the office area.
- Customers will be required to park out the front of the office area along the fence line. No parking will be allowed outside the workshop doors. Anyone parking here will be asked to remove their vehicle.
- Customers will not be allowed to work on their own vehicles whilst on our premises. All repairs to vehicles will be carried out by staff at Tatiara Truck & Trailers.

These changes will be effective as of August 1st 2003. We hope that you will understand our situation. Occupational health & safety is an important issue and we will be taking it very seriously.

Business Hours:

Monday - Thursday

8:00am—7:00pm

Friday

8:00am—5:30pm

Saturday

8:00am—12:00pm

Sunday

Closed

Watch the web for our up & coming website!

www.tatiaratruckandtrailers.com

Comments From The Manager:

Tatiara Truck & Trailers has come a long way from the 2 man partnership in 7th Street almost 20 years ago, now employing 27 and adding almost a million dollars in wages to the Tatiara's economy, last financial year.

We have many exciting new plans & developments in the evaluation stage as well as what is in progress, as you will read about in this newsletter.

High priorities of this company are still the training and development of the younger members and support of VET training in schools.

Tatiara Truck & Trailers have been pushing Telstra to the limit to get the latest internet—Broad Band in the Bordertown, to further develop our parts and service ordering and technical assistance.

I am now on the Tatiara Road Safety Group, representing the transport industry. I am hoping to improve road safety for our industry. Any problems you have or see, let me know and I can raise it at our meetings.

Hope you have a good season.

John Jenkin

CONTACTS:

Admin: (08)
87520077

Service: (08)
87520076

Parts: (08)
87520078

Fax: (08)
87521048

Service Callout:
0418 838 437

Parts Callout:

KENWORTH SAR TOW TRUCK

In May 2001 Tatiara Truck & Trailers purchased a run down Kenworth SAR . We rebuilt the engine in November and carried out other general repairs to get it back onto the road. We decided to then hire the truck out as a rent-a-truck to local companies. Since then we have purchased a Ekebol underlift (towing equipment), and have began the long process of striping the current truck and preparing it for the requirements of a tow truck. At this stage in time we believe that the tow truck we be put into action in approximately six months. The tow truck will be extremely beneficial to the recovery of immobile vehicles.



THINGS TO COME:
Digital image of future tow truck

NEW SERVICE CALLOUT UTE—F250



We have recently purchase a new Ford F250 Ute (pictured left). The new ute has undergone the transformation into the callout ute over the past months. We have manufactured four custom made tool chest onto the tray for

storage of the mechanics tools and parts for the repairs. The ute has also been fitted with a mobile phone hands free kit and new UHF radio, to better communicate with the callouts. Attached to the roof of the vehicle is a safety light bar, which consist of four rotating beacons. All of these features will provide the mechanic with all requirements for a safe and efficient callout service.

SERVICE AFTERAHOUS NUMBER
PHONE: 0418 838 437

ROADWORTHY INSPECTIONS



As it is becoming increas-able difficult to book an inspection through Transport SA, we have contin-ued to book ahead with inspections every fortnight. If you require an inspection, it is in your best interest to get in early as these posi-tions are filling fast.

Listed are the upcoming inspection dates:

- 25 August
- 8 September
- 23 September
- 7 October
- 20 October
- 3 November
- 17 November

For bookings or enquiries, please contact Donna on 8752 0076.

LOAN VEHICLES

Truck owners, please make your driv-ers aware that there is a new proce-dure relating to the use of courtes-vehicle. If intending to borrow a ve-hicle you must report to the service desk and sign a vehicle loan agree-ment form – making you responsible for the care and cleanliness of the ve-hicle.

STAFF NEWS

We welcome 3 new staff members to the team, Darryl Fisher, Stephen Pfeiffer and Steven O'Sullivan.

Darryl is a well know local, he previously ran his own business 'Fisher Auto Dismantlers' on Dukes highway. He is a fully qualified petrol and diesel mechanic and will be a great asset to the team.

Stephen Pfeiffer has joined our expanding spare parts team. He will assist with ordering & monitoring stock & assisting customers over the phone and counter.

Steven O'Sullivan is taking on the role

of workshop maintainer . He will be assisting Gordon with maintenance of the workshop and the property in general.

All 3 new members of the team will be very beneficial towards a smooth and efficient operating business.

Pictured Left: (S. Pfeiffer, S. O'Sullivan, D. Fisher)



10 YEARS FOR SHANE NEALE!

Shane began working at Tatiara Trucks on 26 July 1993, as a spare parts interpreter on a apprenticeship. When his apprenticeship was successfully completed he took on the role of spare parts manager for 12 months. He soon made his way into a administration manager role, taking on financials and reports. In the past 3 years he has taken on the task of warranty manager, aswell as continuing his responsibilities in admin. Over the past 12 months he has been assisting as the workshop supervisor. Shane has experience in all aspects of the business as you can see above and is a valuable member of the team.

Congratulations Shane!

Gordon came to us on the 28 February 1998, from Alice Springs. In Alice he owned and worked at his business

5 YEARS FOR GORDON PLUMMER!

called 'Alice Spring Radiators'. He currently is our radiator specialist, carrying out all repairs to radiators, on all makes and models. Gordon also looks after the general maintenance of the workshop and its equipment. He also lends a hand with the relining of brakes on trailers. Gordon works hard on the radiators he repairs and prides himself on the workmanship. Congratulations Gordon!

STAFF TRAINING

Staff members have been busy over the past 4 months, attending a number of course.

In April, Russell Twigden attended a air & brake course and a antilock brake course at Kenworth. The two courses ran over one week. The air & brake course provided a basic understanding of the kenworth air system and air suspension systems. While the antilock brake course provided a basic understanding of antilock brake systems and developed problem solving skills in both areas.

Detroit also held a course in April, which



Robert Krop and Adam Keller attended in Mount Gambier. The course covered electrical diagnostics, tune up procedures, oils, coolants and general maintenance issues.

Robert Krop attended a electrical course at kenworth in June, which ran for a duration of two days. The course looked at effectively diagnosing & repairing electrical faults associated with the electrical system in a kenworth truck. He also attended Cat, Cummins and Detroit in Melbourne for one day each.

Recently in July Paul Crosser and



Adam Keller took part in a Cummins training course in Adelaide. The course covered the Cummins computer system 6.2, which is the service diagnostic system. This training will be very valuable to the workshop when diagnosing Cummins engine codes.

Paul Noske has just returned from a master steering systems course at kenworth. The course looked at installation, maintenance, servicing, overhaul and repair of the TRW and Sheppard steering systems. It also covered the effect of wheel alignment, correct selection and fit of tyres has on steering.

Stork News



*Congratulations to
Stephen and Kym Pfeiffer, on the birth of their
baby boy on 5th July at Horsham Hospital.*

Caleb Gary Pfeiffer

*Congratulations also goes to a valued customer
and ex-employee Wayne Houston and his wife
Cirila, on the birth of their baby boy on 5th July.*

Ryan Keith Houston

Certificate 1 & 3 in Automotive at Tatiara Truck & Trailers

Certificate 1 in automotive—(Vocational Education
Training)

Since 1997 Tatiara Truck and Trailers have been supporting Secondary students from neighboring towns study certificate 1 in Automotive. Staff from the vehicle technology Centre, based in Adelaide, conduct the sessions on site at TTT. Since the inception of the program a number of students have gained apprenticeships particularly at TTT.

The concept of the program is for Secondary School students to study seven 1st year apprenticeship subjects whilst still at school. This gives them credit towards their school certificate as well as the necessary basic knowledge and skills required to enter the industry. This has also helped the likes of TTT apprentices who have already gained knowledge and skills and have tried the industry before entering it. Conducting the training at TTT also creates a unique training environment in that training is not simulated particularly for school students leaving them with a very real impression of the industry. This situation better prepares students for the industry and industry has students ready to work.

Tatiara Truck and Trailers continued support of this style of program is welcomed by many including schools, students, parents and local business's. Words do not seem enough in trying to capture the appreciation from many for the support John Jenkin and his team of helpful staff have given towards this program.

Certificate 3 Apprenticeship Training

VTECH Automotive Training Division (Vehicle Technology Centre) have taken over the apprenticeship training for TTT. This new approach to training challenges the traditional system in using industry

WORK EXPERIENCE:

We have had a number of work experience students here over the past months, ranging from Bordertown , Lucindale and Kaniva. Chelsea Sanders from Kaniva conducted her work experience in our office, whom is the first one to do so. Justin Pilgrim, Darren Wheatley from Bordertown and William Dreckow From Lucindale all had one week of work experience in our workshop.

Tatiara Truck and Trailers fully supports the work experience programs conducted throughout the school's.



Today young people have lots of career choices and is often a complicated issue of what career to follow. This program gives young people (future employees) the chance to see working life in the real world and experience the job first hand, this then gives them the chance to decide if this is the career for them. It also gives the employer an opportunity to see the performance of these young people and follow them through school as future employees. With our young people being trained in our local work force the future of businesses and towns will have no future.



expertise as presenters and conducting practical training within specialised workshops and component manufacturer's sponsoring the program. This ultimately means training is conducted to an industry standard by specialised workshops involved in the training process using the latest technological equipment by industry experts. Training is also more in-depth in regard to what is required to be delivered and what is delivered. Training is therefore more industry driven meeting relevant needs.

Currently apprentices at TTT are successfully progressing through onsite training conducted by Vehicle Technology Centre staff, however soon will be attending Adelaide for a series of training workshops that cannot be delivered their due to their complex nature.

Charlie Calleja

Operations Manager—VTECH Automotive Services.