

# SERVICE YOU CAN RELY ON

WELCOME TO TOYOTA SERVICE



**TOYOTA**

MATERIAL HANDLING

# WE ARE PASSIONATE ABOUT CUSTOMER SATISFACTION

AT TOYOTA, WE NOT ONLY WANT TO PROVIDE YOU WITH QUALITY PRODUCTS, BUT ALSO WITH QUALITY SERVICE.



Customer satisfaction is our number one priority, and we do everything we can to meet your expectations. Therefore it is important for us to understand exactly what you as a customer want and need.

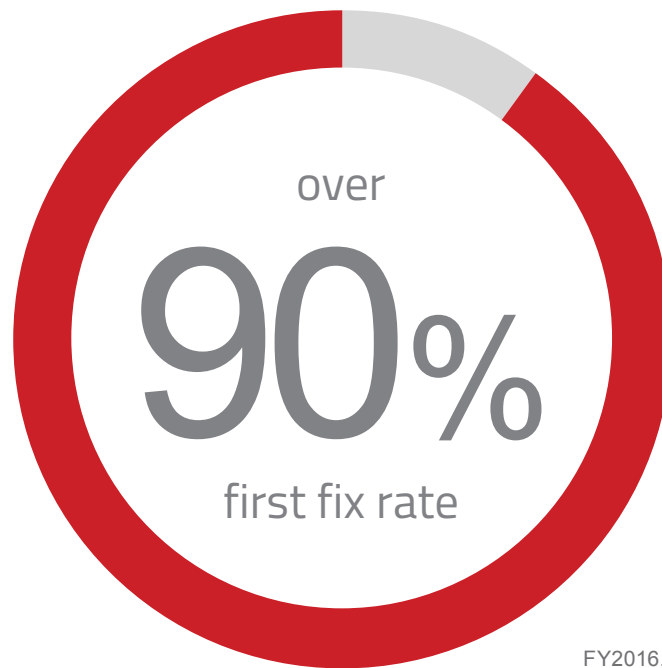
We always strive to know you and your business even better so we can be there for you whenever you need us. That's why we commissioned an independent survey to learn about and understand both our prospects' and customers' needs. We have also invested in a European-wide survey of our own customers in order to continually assess how we are performing and where we can improve.

## CONTINUOUS MARKET SURVEY

For years we have been measuring customer satisfaction. With over 1000 answers every month, we are able to strengthen customer relations and see things from your perspective.

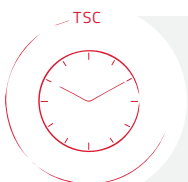
# HOW DO WE PERFORM IN KEY AREAS ESSENTIAL TO YOU

WE CONSTANTLY MEASURE OUR PERFORMANCE IN THE AREAS YOU FIND MOST IMPORTANT TO YOUR BUSINESS.



FY2016, YTD as of September 2015

- Fast response time: our customers expect us to be on site within 4 hours or less and so do we. Based on independent research of over 1400 companies across Europe, we outperform the market average when it comes to meeting customers' expectations on response time.
- First fix rate: we fix your issues during the first visit in over 90% of the cases.
- Cost transparency, so it's always clear what you are paying for. Also, 91% of our customers are very satisfied with the explanation given about the work that is carried out at their site by our technician.



## MAXIMISE YOUR UPTIME

The Toyota Service Concept (TSC) model represents time. Specifically your uptime, which is at the heart of our approach. Because we know that if we deliver quality service whenever it suits you, then you have the confidence to maximise your operation.



" I WANT IT UP AND RUNNING  
ALL THE TIME "

WE VALUE YOUR BUSINESS AND YOUR PRIORITIES.



We agree 100%. After all, any unplanned downtime just takes focus away from your own business and increases your costs.

Our service plans keep your business up and running and help you get the most out of your trucks, whatever the make. Reliably too – so you can plan your operation with complete confidence.

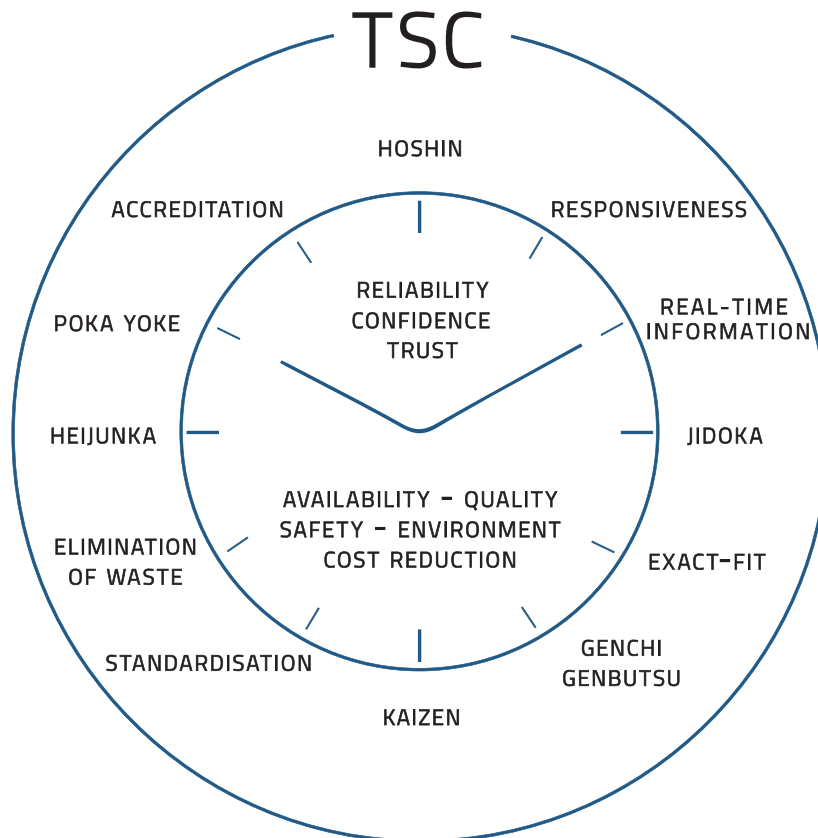


### EXACT-FIT

We aim to be an exact fit for your needs, whether it's about the right people, right skills, right parts or right service plan.

# TOYOTA SERVICE CONCEPT

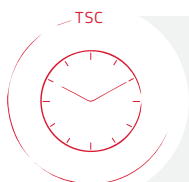
INSPIRED BY OUR WORLD-RENOWNED TOYOTA PRODUCTION SYSTEM, TSC IS YOUR GUARANTEE THAT WE HAVE DONE OUR HOMEWORK. TO OPTIMISE OUR SERVICES AND THEIR VALUE TO YOU.



We express our passion for service with the Toyota Service Concept. Our main values indicate how our service offer optimises your business.

Thanks to long-term and strategic planning (hoshin), we are able to level the workflow (heijunka), detect problems (jidoka), and continuously improve (kaizen) our service.

To know more about our Toyota Service Concept, please visit [www.toyota-forklifts.eu](http://www.toyota-forklifts.eu)



## STANDARDISATION

Finding the right approach and always following it is essential. Along with high service quality as standard, it also means that each service task has been timed so we can inform you how long it will take and anticipate the impact on your business.

# WHAT YOU ARE SAYING ABOUT OUR SERVICE TECHNICIANS

THE SERVICE HAS ALWAYS BEEN IMPECCABLE AND RELIABLE.

“ Fast agreed response time with professional, friendly and knowledgeable technicians.”

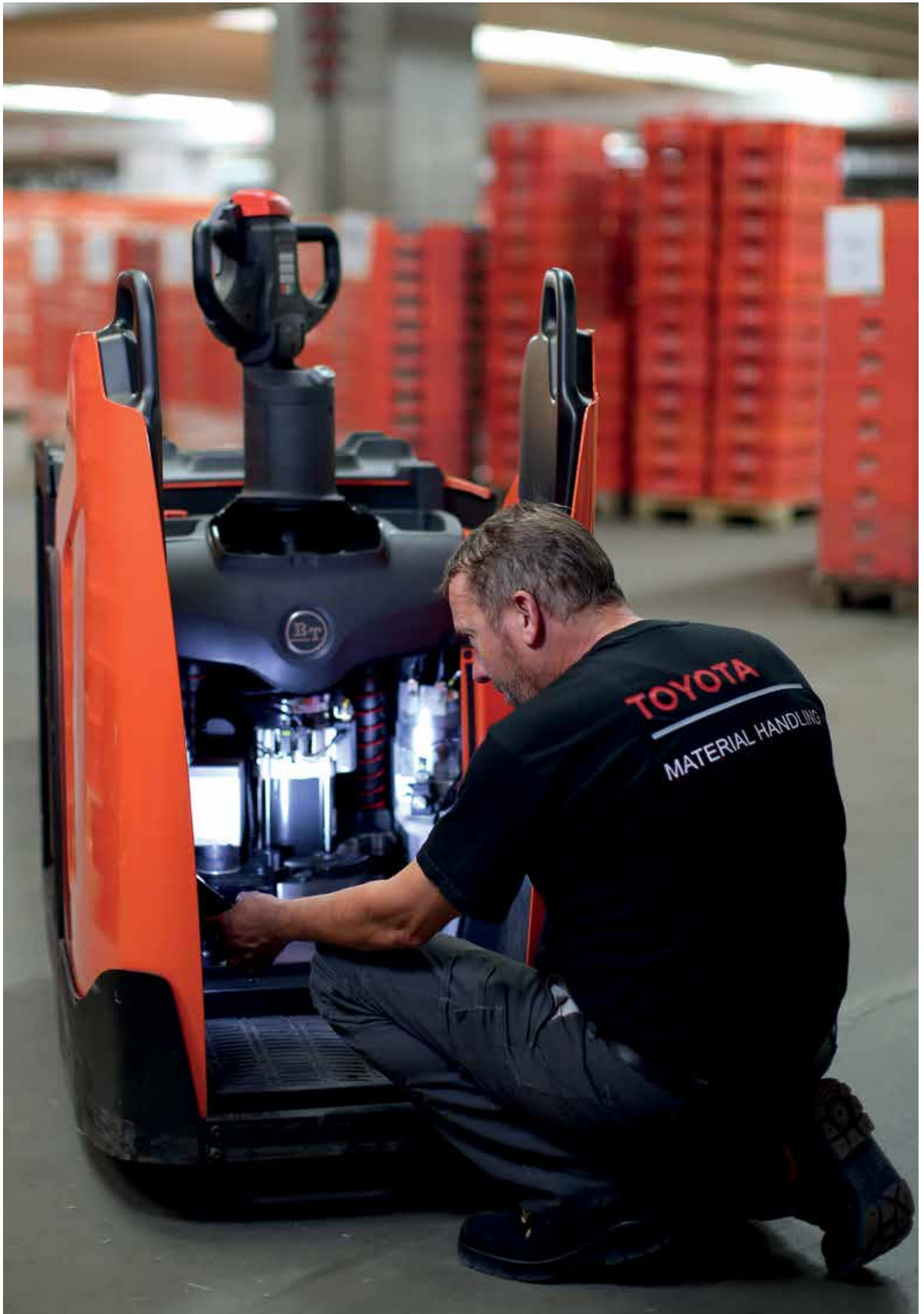
“ The service technician who regularly visits is professional, efficient and very effective. He is a fantastic customer-facing technician who fills me with confidence that the truck will be back in service as soon as possible. He is an asset to your business.”

“ We always get the same technician so he knows our fleet. He is a credit to your team. Service is always friendly and helpful when a callout is made. All round good service... I can't recommend it highly enough.”



## GENCHI GENBUTSU

This is another expression for “to go and see”. We always try to see what is going on in real-life through surveys and customer site visits, so we can truly understand your situation and improve it with our services.







# WE ARE ALWAYS CLOSE TO YOU

BEING CLOSE TO YOU, WHEREVER YOU ARE,  
ALLOWS US TO BE THERE QUICKLY WHEN YOU NEED US.



To maximise your uptime, our technicians are responsive and always just a few minutes away.

We can provide this kind of responsiveness thanks to the density of our network, where communication and proximity are key.



## RESPONSIVENESS

Our main priority is to respond quickly as we are all about putting the customer first. We measure our response times to make sure your business is up and running and to maximise your uptime.



# CONNECTED AND KNOWLEDGEABLE

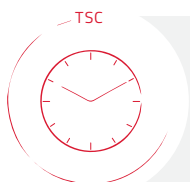
NOT ONLY OUR TECHNICIANS, BUT ALSO OUR PRODUCTS CAN BE CONNECTED IN ORDER FOR US TO OPTIMISE SERVICING TO SUIT YOUR NEEDS.



Our technicians are accredited, fully trained with the right knowledge and are connected to each other and the Toyota network. With the help of navigation systems, they know the fastest way to get to you.

Online tools allow our technicians to have the right information at their fingertips.

They can also order spare parts online, 24/7, and receive these parts in their service van within 24 hours.



## REAL-TIME INFORMATION

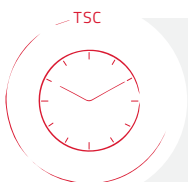
We connect our trucks to obtain real-time information so we can monitor impacts, utilisation and optimise maintenance routines.

# WHAT YOU ALWAYS GET

AS STANDARD, EVERY TOYOTA SERVICE PLAN COMES WITH:



- A single maintenance agreement for all makes of truck, even if your trucks are not from Toyota.
- Transparent service with no hidden costs: full worksheet display for secure sign-off.
- Accredited technicians, who have completed the STEP training programme.
- Fast response time.
- Full service history.



## ACCREDITATION

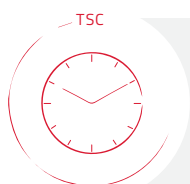
Thanks to accreditation, we can guarantee our customers a service network based on Toyota standards with our STEP (Service Technician Education Programme) training programme and Toyota ASEC (After Sales Service Evaluation & Certification) accreditation.

# WHAT YOU ALWAYS GET

EVERY TOYOTA SERVICE PLAN OFFERS YOU TOYOTA GENUINE PARTS TO MAINTAIN THE BUILT-IN QUALITY OF YOUR TRUCK.



- 95% of spare parts are always available in stock.
- Genuine parts are delivered in 24 hours anywhere in Europe.
- Genuine parts are designed and tested to be safe and to prevent equipment failure.
- Genuine parts generate a lower downtime risk and repair costs, increasing profitability.
- Genuine parts are recyclable and environmentally friendly.



## KAIZEN

Kaizen means continuous improvement, which entails reviewing and updating our best practices on an ongoing basis. We learn from service to improve future product design and train our service technicians to widen their technical skills.



# YOUR OPTIONS

YOU CAN PICK AND CHOOSE EXTRA OPTIONS TO PERSONALIZE YOUR SERVICE.



- Safety inspection: we make sure your trucks comply with safety standards set by national laws and regulating bodies.
- Out of hours support: all the way to round-the-clock service.
- Operator training: skilled and motivated drivers not only increase productivity, but also operate more safely, reducing the risk of damage to stock, equipment and people as well as the additional costs.

## OPERATOR TRAINING

We offer you basic training, designed in accordance to European and local legislation, as well as advanced operator training tailored to your business to improve your drivers' skills.



# YOUR OPTIONS

WITH OUR OPTIONS YOU CAN TAILOR YOUR SERVICE TO YOUR BUSINESS, NO MATTER THE SIZE.



- On-site service technician, who will work full-time as part of your team if you have a large fleet or intensive application.
- I\_Site: you can combine your service contract with our fleet management solution I\_Site in order to positively influence your costs, health, safety and environment. I\_Site allows you to be in complete control of your material handling business by providing you with essential fleet data.

## I\_SITE

I\_Site allows you to authorise trained drivers on specific machines and monitor truck deficiencies, goods damage, battery status and other data. I\_Site gives you easy access to your fleet data thanks to a user-friendly web portal that is also accessible on your phone.



# WHAT WE CAN DO FOR YOU

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WE DELIVER SERVICE THAT FITS YOUR BUSINESS.

## 3 SERVICE PACKAGES

### FULL SERVICE

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We take care of all your service needs for the highest levels of operational performance and uptime. Full Service means a comprehensive labour and parts plan including preventive maintenance, breakdown cover and parts used in servicing and breakdown repairs.

### PREVENTIVE MAINTENANCE PREMIUM

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Prevent unplanned downtime and costly repairs. We take responsibility for maintaining your trucks according to an agreed plan as well as ensuring they meet all safety requirements. We also cover the parts replaced during service.

### PREVENTIVE MAINTENANCE

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As with the Premium level, we prevent unplanned downtime and costly repairs, while also ensuring all safety requirements are met.

## SERVICE YOU CAN RELY ON.

Thanks to our flexible offer, you can choose the service that is right for your business.

[www.toyota-forklifts.eu](http://www.toyota-forklifts.eu)

# WE ARE AT YOUR SERVICE

IN ORDER TO OFFER YOU A GREAT SERVICE EXPERIENCE CUSTOMISED TO YOUR BUSINESS' NEEDS, WE HAVE LEARNED ABOUT YOUR PRIORITIES AND MADE IT OUR GOAL TO KEEP ON IMPROVING.

	PREVENTIVE MAINTENANCE	PREVENTIVE MAINTENANCE PREMIUM	FULL SERVICE
MAINTENANCE/INSPECTION	●	●	●
LABOUR: SERVICE	●	●	●
LABOUR: BREAKDOWN REPAIRS			●
PARTS: SERVICE (OIL, FILTER, LUBRICANT, ETC)		●	●
PARTS: NORMAL WEAR AND TEAR, COMPONENT FAILURE			●
TRAVEL: SERVICE	●	●	●
TRAVEL: BREAKDOWN REPAIRS			●
REPORT WITH STATUS AND RECOMMENDATIONS PER VISIT	●	●	●
SAFETY INSPECTION	●	●	●
BATTERY AND CHARGER COVER			●
WHEEL AND TYRE COVER			●
OUT OF HOURS SUPPORT	●	●	●
ON-SITE TECHNICIANS	●	●	●

● INCLUDED    ● OPTIONAL

## LET'S TALK.

We can help you tailor your service plan to exactly meet your needs and make sure you get the most out of your operation. Wherever you are, whatever your business and whatever the make of forklift truck.

e-mail [info@toyota-forklifts.eu](mailto:info@toyota-forklifts.eu) or call +46 142 860 00

# Toyota Material Handling in Europe

## Total coverage

The Toyota Material Handling network extends to over 30 countries in Europe with more than 4500 mobile technicians.

## Always local – with global support

Wherever you are located in Europe, we are always local, due to our extensive coverage, but with the stability and back-up of a worldwide organisation.

## Made in Europe

Over 90% of trucks we sell are built in our own European factories, in Sweden, France and Italy – all to TPS quality standards. We employ over 3000 production staff in Europe and work with over 300 European suppliers.

Approximately 15% of our European production is exported to other parts of the world.

Pictures used are for illustration purposes only. Availability and specifications are determined regionally, and are subject to change without notice. Please consult your Toyota Material Handling representative for details.