



UD TRUCKS

UD Trucks

# CONNECT

Going the Extra Mile for Our Customers

December 2018 Volume 14



# Contents

UD Trucks Connect | December 2018 Volume 14





It was surely a trying year for the transport industry but once again the guts, skill and determination of the people within the industry endured.

It is more evident than before that cooperation is the key to a more successful business, and ultimately a better society. Henry Ford once said that 'if everyone is moving forward together, then success takes care of itself.'

As UD Trucks we believe that working cross-functionally helps us to strengthen our support and service to you, our customers. In 2019 we will work even harder to bring you smart modern and ultimately dependable transport solutions and support.

We are proud to be of service to you.

Travel safe and take care,

**Gert Swanepoel**

**Managing Director: UD Trucks Southern Africa**



*Click here to see  
video message  
from Gert*



**Going  
THE  
Extra  
Mile**

# New Driver Learnership Programme Launched

UD Trucks, as part of Volvo Group Southern Africa, played a key role in the establishment of a new Driver Learnership Programme. It entails the advanced development and training of 20 unemployed commercial vehicle drivers through an investment of R1.9 million by the Group.

In 2017, AB Volvo Group decided to donate funds on behalf of its employees to various markets around the world to assist in resolving the different challenges faced in local markets and to drive prosperity in these communities. Sixteen projects were selected by a committee of employee representatives from AB Volvo Board, members of the Executive Board and Martin Lundstedt, President and CEO of the Volvo Group.

The newly-established Volvo Group Driver Learnership programme in South Africa is the direct result of this initiative. This programme is supported by UD Trucks,

with product-specific training provided by the brand's highly-skilled driver trainers.

"Drivers are key to the success and profitability of any transport business, and this investment will go a long way in ensuring the continuous development of operators," said Gert Swanepoel, Managing Director of UD Trucks Southern Africa. "We are very proud of our involvement in this project."

The first intake of drivers started their learnership in July 2018, and after they have completed the 12-month learnership in June 2019, will graduate with a National Certificate in Professional Driving from the Commercial Transport Academy (CTA) in Bredell.

The qualification, which is approved by the Transport Education Training Authority is based on both theoretical and practical modules.

The aim of the programme is to enhance the capacity of professional drivers, and to ultimately enable them to contribute to their future employers' fleet productivity, safety, profitability and efficiency.

One of the learners is 39-year old Thabo Ratshoene, who has experience as a truck operator in the mining and construction industry.

"I am very grateful to be part of this learnership programme, and even though I am an experienced truck driver, I believe this qualification will enable me to advance my career and open new opportunities for me. One day, I would like to be a driver trainer myself, and all the knowledge and experience gained through this course, will enable me to perhaps one day fulfil my dream," said Ratshoene. ●



## SET FOR SUCCESS

*Construction is a highly competitive and specialised industry. To get the job done efficiently and profitably, you need the right fleet of trucks to support your business objectives. We recently caught up with new UD Trucks customers, OnTime ReadyMix and KAPS Pumps, to see how the right equipment is making all the difference.*



# Angola to Receive New Mobile Soup Kitchen

UD Trucks Southern Africa has added another truck to the Shoprite Mobile Soup Kitchen fleet, and this unit is travelling all the way to Angola! This brings the UD Trucks/ Shoprite Mobile Soup Kitchen fleet to seven units.

Every month more than 300 000 nutritious meals are served out of Shoprite's fleet of mobile kitchens to destitute communities around Southern Africa. This worthy cause has been in operation since 2007 and has since served more than 36 million cups of soup with a slice of bread.

The trucks operate seven days a week and are kitted with a fully-functional kitchen and gas cooking equipment where the nutritional soup is prepared. Each truck is also able to carry 500-litres of water, as many of the areas visit have very limited access to water

"We are privileged to play a part in this very worthy cause – another way in which transport can have a significant impact on people's daily lives," said Gert Swanepoel, Managing Director of UD Trucks Southern Africa. "As a local manufacturer, with regional reach, we are very grateful for the opportunity to make a tangible difference in our community."

This donation forms part of the Volvo Group Seasonal Gift whereby 16 exciting projects from around the world have received funding from the company on behalf of its employees. The funds are being invested in projects ranging from truck driver training and safety programmes, to environmental and disaster relief projects. ●



# Local Drivers Perform Well In Japan

Two local UD Trucks fleet drivers proudly represented Southern Africa at the finals of the Extra Mile Challenge driver competition in Ageo, Japan. Tatiya Sisilia from Clover SA in Johannesburg was awarded Best Green Band driver in the Quon category, while Sunildutt Chuttur from Mauritius walked away with the accolade for the Best Safety Mindset in the Quester category.

“We are very proud of their achievements and are sure that this once-in-a-lifetime experience will be invaluable as they continue their journey as truck drivers,” said Gert Swanepoel, managing director of UD Trucks Southern Africa. “What the world needs today is smart logistics, and truck operators are key to achieving this objective through efficient, profitable, safe and sustainable driving.”

The local drivers were two of the nine finalists, selected from 300 initial participants who underwent local qualifying rounds held in nine countries. The countries represented at the finals were Japan, Australia,

Singapore, South Africa, Indonesia, Malaysia, Qatar and Thailand.

UD Trucks’ Extra Mile Challenge is the company’s signature annual competition and is part of its commitment to driver education and motivation, while shining the light on the unsung heroes of smart logistics – the truck drivers.

The competition simulates an actual truck operation cycle, assessing drivers in the three key areas of pre-driving inspection, fuel efficiency and safe driving, as well as manoeuvring and parking.

Jacques Michel, president, Volvo Group Trucks Asia reflected on the achievements and determination of the drivers. “The performances of these ‘ultimate drivers’ reaffirmed our view that the role of a skillful driver is pivotal to better profitability for our customers’ businesses. We are not only celebrating the winners but also the positive impact we have made to the industry and society at large,” said Michel. ●

*Watch Tatiya and Sunildutt’s journey...*



## SA Team Grabs Silver in Global Competition

The aftermarket team from BB Truck & Truck Polokwane came second in the recent UD Trucks Gemba Challenge finals. Shorts Commercial were also one of the 12 teams who participated in the highly-contested final round in Ageo, Japan.

The UD Trucks Gemba Challenge is an international aftermarket competition held every other year to develop and demonstrate the service excellence of the frontline people in UD dealerships. This year, 347 teams from Japan, South Africa, Hong Kong, Thailand, Indonesia, Malaysia, Middle East and North Africa participated – a total of 1 300 people!

The teams are made up of technicians, parts specialists and customer facing personnel, and they had to complete several theoretical and practical rounds to

qualify for the final as the top-performing teams from their region.

During the competition, the finalists were given real cases to solve – like shifting the fuel injectors of the engine – and the way the issue is solved from A to Z is evaluated and graded, including parts and customer communication.

“At UD we put emphasis on developing the gemba - there where the action takes place and the value is created at our dealerships. It is about excelling at the essentials to be able to provide our customers with the best quality service and support,” said Gert Swanepoel, Managing Director of UD Trucks Southern Africa. “We are very proud of the South African team’s results – proof of the high level of skill and knowledge present in the regional dealer network.” ●

## UD Championships Heats Up

Each year, hundreds of specialists from the UD Trucks Southern Africa dealer network participate in the UD Championships. Including disciplines such as sales, parts and service, participants have to go through several rounds and assessments to identify the best of the best within the network. The aim of the contest is to ensure the quality and standard within the dealer network, and to motivate staff to continue learning, developing

and delivering the best service. The winners of the various categories will be announced in March 2019. ●

[Click here to see a summary of the UD Champs](#)



# The Annual Dealer Golf Challenge

Dealers, suppliers and customers recently participated in the UD Golf Challenge at the beautiful Wingate Country Club in Pretoria. The four-ball team from BB Truck Pretoria, which also included fleet owners City of Tshwane and Route 7 Trading, walked away with the top spot and R30 000 off their next UD Trucks purchase. Congratulations and thank you to everyone who participated in this exciting day!

The greens yet again proved to be the perfect place to build strong partnerships and exciting new ventures. ●



**GREEN CITIES** for a **GREENER FUTURE!**

*Be wise; recycle and reuse! UD Trucks supports green initiatives*

# UD Trucks leading cost of ownership for smart logistics



## *Quester* Made to go the extra mile.

Product in photograph is for illustration purposes only and is subject to stock availability.

With Allison transmission you get even more drive-ability. Put us to the test.

Talk to your UD Trucks Dealer to find out how they can go the extra mile for you.  
Go to [udtrucks.co.za](http://udtrucks.co.za), to locate your nearest dealer.

Call our 24-Hour Roadside Assistance 0800 008 800 (in breakdown situations)



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