

Standard Operating Procedure (SOP) for NS Repair Centre PTY Ltd - Truck and trailer Repair Workshop, designed to ensure smooth operations, safety, and service quality

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# Standard Operating Procedure (SOP) for Truck Repair Workshop

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## 1. Purpose

To establish standard procedures for conducting truck and trailer maintenance and repairs efficiently, safely, and to industry standards.

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## 2. Scope

This SOP applies to all technicians, supervisors, and administrative staff at NS Repair Centre Workshop situated at ERF 41, Umlaas Road, Camperdown, 3720

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## 3. Responsibilities

- Workshop Manager:** Overall operations, staff supervision, and compliance.
  - Technicians:** Carry out repairs and maintenance per guidelines.
  - Admin Staff:** Manage documentation, customer interactions, and job card handling.
  - Safety Officer:** Ensure adherence to safety protocols.
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## 4. Procedure

### 4.1 Vehicle Reception

- Greet the customer and record truck details (make, model, VIN, mileage).
- Prepare a **Job Card** detailing the service/repair requirements.
- Perform initial inspection and get customer approval/signature.

4. Assign job to the appropriate technician.

#### **4.2 Diagnostic & Inspection**

1. Conduct a full diagnostic scan (if applicable).
2. Perform visual and mechanical inspection.
3. Update the job card with findings and required parts.
4. Get customer approval for additional work or costs.

#### **4.3 Repair & Maintenance Work**

1. Technicians follow repair manual and safety guidelines.
2. Use proper tools and protective equipment.
3. Replace parts as needed, ensuring quality standards.
4. Record all tasks and parts used on the job card.

#### **4.4 Quality Control**

1. Supervisor or senior technician inspects completed work.
2. Perform test drive if required.
3. Confirm resolution of reported issues.

#### **4.5 Vehicle Handover**

1. Clean the truck (if service includes it).
  2. Explain work performed to the customer.
  3. Hand over invoice and receive payment.
  4. Update service records in the system.
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### **5. Safety Guidelines**

- Always wear PPE (gloves, goggles, safety shoes).
  - Follow lockout/tagout procedures when working on electrical systems.
  - Use jack stands and chocks when lifting vehicles.
  - Report and log any accidents or near misses.
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### **6. Tools & Equipment Handling**

- Check tools before and after use.
  - Calibrate equipment regularly.
  - Report damaged tools immediately.
  - Store tools in designated locations.
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## **7. Waste Disposal**

- Dispose of used oil, filters, and batteries according to environmental regulations.
  - Keep MSDS (Material Safety Data Sheets) accessible for all chemicals.
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## **8. Documentation & Record Keeping**

- Maintain service records for at least 2 years.
  - Log daily work reports and technician time.
  - Back up digital data weekly.
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## **9. Emergency Procedures**

- Fire extinguishers must be accessible and functional.
  - First-aid kits should be stocked and visible.
  - Evacuation map and assembly point signs must be displayed.
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## **10. Review & Updates**

This SOP will be reviewed annually or after major incidents or regulatory changes.

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