

PETIT Forestier Workshop Improvement Plan

By

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Objective & Context

- **Establish a structured R&M and Cold Chain Management strategy**
- **Support 300 refrigerated vehicles (Isuzu NPR, DMax, Hiace, Urvan, others)**
- **Improve uptime, reduce costs, meet world-class standards**

7M Model: Overview

- **Man – Staff structure & development**
- **Machine – Vehicles & equipment**
- **Materials – Spare parts & stock control**
- **Methodical – SOPs & workflows**
- **Money – R&M, tyre, and cooling unit budget**
- **Measure – KPI tracking dashboard**
- **Market – Internal & external service quality**

Man: Staffing Proposal

- **Vehicle Mechanics: 6 (currently 4)**
- **Reefer Technicians: 8 (currently 6)**
- **Painters & Denters: 2 each**
- **Tyre Technicians: 2 (new)**
- **Workshop Supervisor & Scheduler: 1 each**
- **Safety, SOP, EV training programs**

Machine: Fleet & Tools

- Thermo King PM every 250 hrs
- Preventive maintenance every 5,000 km or 30 days
- Mobile service van setup (2 units)
- Diagnostic tools and lifting equipment

Materials: Inventory Plan

- **Consignment stock agreements**
- **Spare parts classification:
fast/critical/seasonal**
- **QR/barcode-based digital inventory system**
- **Weekly & monthly reorder audits**

Methodical: SOP Framework

- **Pre/Post-trip inspection protocols**
- **Weekly checklists & digital job cards**
- **Breakdown escalation & SLA repair targets**
- **Warranty claim tracking system**

Money: Cost Breakdown (Annual)

Cost Breakdown	Sum of cost
Breakdown & Corrective	300,000
Mobile van operations	60,000
Paint Dent, body works	90,000
PM service for Vehicle & Reefer units (AVG)	670,500
Spare parts inventory	250,000
Tools and Equipments	100,000
Training and Developments	40,000
Tyre Replace/Repair	220,000
Grand Total	1,730,500

Cold Chain Management

- **Cooling uptime > 98%**
- **Thermo King MTBF tracking**
- **Emergency response time < 90 minutes**
- **Temperature deviation reports per vehicle**
- **Sensor calibration every 6 months**

Measure: KPIs & Dashboard

- **Fleet Uptime > 95%**
- **Reefer Unit Uptime > 98%**
- **PM Compliance > 98%**
- **First-Time Fix Rate > 90%**
- **Repair SLA Compliance > 95%**
- **Inventory Accuracy > 98%**
- **Cost/km tracked per unit**

Conclusion

- **World-class maintenance aligned to Thermo King & fleet best practices**
- **Reduced R&M cost, improved uptime, higher technician efficiency**
- **Structured SOPs and tools to support 300-vehicle operation**
- **Ready for presentation, discussion, and execution planning**