**Group Isuzu Q&A**

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**1. What is the business about?**

*Our business is Isuzu East Africa. We are Car assembly company.*

**2 Who are your customers?**

*Car dealers spread across East Africa, the government who buy bulk*

**3. How many employees do you have?** *243 employees*

**-What kind of employees do we have?**

*We have management staff, support staff, production staff, IT staff*

**4. Who are the suppliers you have?**

*Ordering of parts from Japan’s Isuzu Company. The parts will be shipped into the country on the expense of Isuzu East Africa. We also have Sameer Africa which is the neighbouring company as the supplier for tyres. We have some parts which are made by Isuzu south Africa which we import directly to make the supply process much faster.*

**5. How many branches do we have?**

*A branch in each major town; so Nairobi, Nakuru, Mombasa*

**6. What do they buy from their supplies?**

*Car parts ranging from Vehicle chassis, Car tyres, vehicle engines*

**7 How many machines do they have?**

*The number varies on the segments. We have segments for producing different kinds of vehicles. We have the pickup segment which has 13 assembling machines, the trailers segment which has 3 assembling machines,SUVs segments which has 8 assembling machines and buses segments which have 6 assembling machines.*

**8 How many cars do you produce in a day?**

*65 pickups, 5 trailers, 30 SUVs, 15 buses*

**9 What is the mode of payment?**

*Cheques or card. We also have some promotions that we carry out in partnership with other institutions e.g. banks where we allow customers who are their clients to buy the vehicles on credit terms.*

**10 How do we price our cars?**

*On the basis of the cost of production and taxation by the government.*

**11 Does the staff have the same amount of access with the administration?**

*No they don’t. This is to ensure the database is secure and we can easily keep track on who has been there.*

**12 Who is storing the data?**

*The managers of each department have access to the data.*

**13. What data do they store in their database?**

*We store the shipment details, personnel details, stock inventory and records of purchases.*

**14 How many times do they restock their car parts?**

*It depends on the orders available. We get orders and we need to order the parts 2 months prior to the delivery date.*

**15 Do they have customer loyalties?**

*Yes we do. We give 5% discount for a purchase for 15 cars.*

*Free service for the first 2 years for the vehicles bought by the dealers.*

**16 How do they pay the employees?**

*It depends on the job in question. We have jobs where the employees are paid salaries but we have jobs like the assembling of vehicles where the workers are paid wages.*

**17 Do they give allowances or do we give them meals?**

*Yes we do. We give 10,000 shilling as an allowance for food purchases for the employees.*

**18 How do they store their materials?**

*The parts are shipped in mini sized containers and are stored in a warehouse in the premises*

**19 How do they deliver the cars to the car dealers?**

*Via trucks*

Ours.

1 What is the business about?

2 Who are your customers?

3 What type of products do we make?

4 How many machines do we have?

5 How does the customer access our products?

6 What is the mode of payment?

7 How many employees do we have?

8 How do we pay the employees?

9 Do we give allowances or do we give them meals?

10 What is the mode of storing data?

11 What data do they store in their database?

12 Who is storing the data?

13 Do we keep a record of the customers?

14 How do we keep a record of our expenses?

15 Does the staff have the same amount of access with the administration?

-How do we ensure the data been stored is accurate?

17 Do we produce products based on orders or do we make them before hand?

18 How many times do we restock our raw materials?