

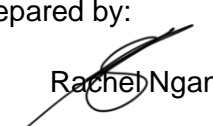
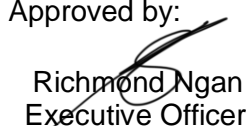
MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	CHANGE OIL	Ref
DEPARTMENT :	SPARE PARTS DEPARTMENT	SPD-16-03-2601
TO :	BRANCH MANAGER, CREDIT SUPERVISOR, ACCOUNT COUNSELOR, MARKETING ASSISTANT AND MECHANIC	Original ref: SPD 16-03- 0303

OBJECTIVE

1. To guide the branch on informing the customer in their responsibilities for having periodic check-up and change oil in maintaining the motorcycle unit they purchased with the company.
2. To provide procedure in educating the customer in the Lifetime Free Change Oil and labor charge on minor tune-ups.
3. To guide the branch in ensuring the sold motorcycle in good running condition whether sold in cash or installment by having regular change oil.

POLICIES

1. It is the responsibilities of the Branch Mechanic and Marketing Assistant to orient the customer the important of periodic check-up and change oil in maintaining their motorcycle in good running condition.
 - 1.1. A motorcycle, which has not undergone the required periodic inspection and change oil, is tantamount to inappropriate care or mishandling which may cause the voiding of the warranty.
 - 1.2. It is the responsibility of the branch to inculcate to the customer's mind how important the motor oil that it is the very lifeblood of the engines and it's one of the most important components that keeps the motorcycle going.
2. The company had adopted Lifetime Free Change Oil Program with main goal of establishing loyalty to our customers.
 - 2.1. It provides our customers free labor charge every time they visit the branch for change oil of their motorcycle unit.
 - 2.2. The following conditions should be met to avail of this program:
 - 2.2.1. The MAKOTO motor oil or any brand of motor oil should be purchased in the branch.
 - 2.2.2. This is applicable only to MMPI brand of motorcycles such as but not limited to San Yang Motor (SYM), Euro Motor and Euro Keeway.
 - 2.3. This policy also entitled the customer for free labor charges on minor tune ups.
3. Reason for Changing Oil
 - 3.1. Oil Breakdown – All oil will break down in time, and although there are many factors as to why oil breaks down, the main contributor is the heat that's generated during the combustion process. When it's subjected to enough heat, the oil will vaporize, this is known as an oil's flashpoint.

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- 3.2. Oil Contamination – There are three main ways in which our oil becomes contaminated, which are, the debris that gets through the air filter, the metal shavings/particles created as a result of metal to metal contact in the engine, and the by-products of the combustion process which raise the acidity of your oil, in turn causing internal corrosion as well as leaving deposits in the engine.
- 3.3. Flushing out of the metal shaving/particles on newly released brand new motorcycle when it reached 300 to 500 kilometers reading as recommended during customer orientation.

3. Types and Prices of Motorcycle Oil

Type	Size/Price 0.8 Liter	Size/Price 1 Liter
Regular	P 165	P 175.00
Remarks: Natural oil obtained through the refining process of crude oil (a process that goes on to create petroleum) and through further refinement is made into motor oil. It is also called mineral oil and cost lower than synthetic oil.		
Fully Synthetic		P 350.00
Remarks: Made from the processing and refinement of man-made chemicals, and because they are built for a purpose and designed to better deal with things like high temperatures and oil breakdown. Recommended for motorcycle with dry clutch like scooter.		
Semi-Synthetic		P 280.00
Remarks: A middle ground between regular and fully synthetic oils in terms of performance, price, quality and durability. It is made from blending traditional mineral oil with synthetic oil, designed to come with some of the benefits of a fully synthetic while not being quite as expensive. Recommended for motorcycle with displacement of 150cc and up.		

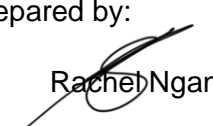
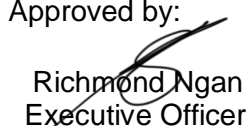
4. As a matter of policy, the use of bad oil causes the losing of the warranty of the motorcycle unit bought by the customer in our company.

PROCEDURES

1. Customer Orientation (OPS-15-11-0208)

1.1. Marketing Assistant/Mechanic

- 1.1.1. Inform the customer during orientation before the release of the motorcycle unit he/she purchased on the important of servicing intervals and change oil.
- 1.1.1.1. Advise the customer to always bring with them their warranty coupon for periodic check-up which serve as their service records.
- 1.1.1.2. If during the periodic check-up the customer had failed to present warranty coupon, the latter will be charged a corresponding service fee. However, if the motor oil was purchased in our branch, the said amount will be waived even if no warranty coupon has been presented.
- 1.1.1.3. Inform the customer that the company has an existing Lifetime Free Change Oil Program wherein any change-oil services will be free even if after warranty period if the motor oil will be purchased in the branch.

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1.1.4.4. Advise the customer to have periodic check-up for proper maintenance of the motorcycle and so as not to void the warranty due to misuse and negligence.

1.1.4.5. Inform the customer that the check-up should be made on the following;

- 1st Service Coupon - 1,000Kms or thirty (30) Days
- 2nd Service Coupon - 2,500Kms or two (2) Months
- 3rd Service Coupon - 4,000Kms or four (4) Months
- 4th Service Coupon - 6,000Kms or six (6) Months

1.1.4.6. Although as per 1st Warranty Coupon, first check-up and change oil should be made on the first 1,000 kilometers, recommend to the customer (brand new motorcycle unit) to have change oil on its first 300 or 500 kilometers to flush out metal shaving/particles to clean the engine and for it to function more efficiently.

1.1.1.7. Below are the dialogues you can consider.

MA/Mechanic : Para po mas lalong gumanda ang takbo ng motorsiklong irerelease sa inyo, busita po kayo sa amin para sa change oil sa unang 300 o 500 kilometro na tinakbo ng motor nyo.

Customer : Akala ko ba sa unang 1,000 kilometro ang pinakaunang change oil? Yun ang nakalagay sa warranty booklet.

MA/Mechanic : Kasi po bago po yang motor nyo at may mga granahe na karaniwan pos a mga bagong motor. Mas gaganda po ang takbo pag-nalinis ito.

Customer : Ah ganon ba, sige babalik na lang ako at salamat sa paalala mo.

MA/Mechanic : Salamat din po sa pagpili at pagkuha nyo ng motor sa amin.

From the aforementioned sample dialogue, the branch can develop own style. The branch must show courtesy to the customer during the entire process by applying our SPICE Principle (OPS-16-03-1402) to protect company's image and relationship with the customer.

2. Unit Verification (OPS-15-12-01132)

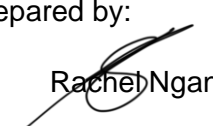
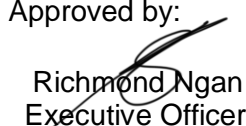
2.1. Field Personnel (Account Counselor/Credit Supervisor)

2.1.1. Conduct the unit verification not earlier than seven (7) days but not later than the twenty (20) days after delivery of the said motorcycle unit.

2.1.2. Convey to the customer that the primary objective in conducting this process is for satisfaction check, this is to avoid any inkling that out real objective is to check proper usage and existence of the financed motorcycle unit.

2.1.3. Below are the dialogues you can consider.

FP : Kamusta naman po yung motorsiklo nyo?

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Customer : Maayos naman ang takbo ng motor at wala naman akong problemang nakikita.

FP : Kung hindi nyo mamasamain, tanong ko kung nakakailang kilometrahe na kayo?

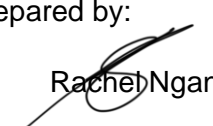

Customer : Hindi naman. Mga 250 palang kasi mga dalawang linggo pa lang sakin ito.

FP : Ah ganon po ba. Paalala ko lang po, para po mas lalong gumanda ang takbo ng motors nyo magpa-change oil kayo pagtumakbo na ng 300 o 500 kilometro upang malinis natin ang mga granahe.

Customer : Salamat at pinaalala mo, sinabi nga sakin ng mekaniko nyo nung kinuha ko yung motor sa tundahan no.

FP : Syanga po pala, paalam ko po sa inyo kung di pa nababanggit sa inyo yung programa naming na lifetime na libreng change oil at minor tune-up na serbisyo kahit wala na po sa warranty period.

Customer : Naku! Di nabanggit yan, salamat at nasabi mo.

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