

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	SPAREPARTS STORE ETIQUETTE & MAINTENANCE	Ref. No.
DEPARTMENT :	SPARE PARTS DEPARTMENT	SPD- 16-04-1608
TO :	BRANCH MANAGER, MECHANIC, CASHIER	

## OBJECTIVES

1. To ensure that any products or tools sent to the store are in good condition. This means that any of products or tools entrusted to the branch must not be damaged and be cleaned properly for the upkeep.
2. To establish accountability of the branch manager and the mechanic on the delivered items by the Spare Parts Department.

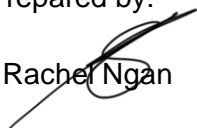

## POLICY

1. The branch personnel must inspect all items delivered are in good working condition and ensure the safe keeping of the items and tools entrusted to them.
2. The branch personnel must ensure that all necessary documents and inventory is stored in proper storage.
3. All reports that need to be submitted monthly must be accurate and up to date.

## PROCEDURE

### 1. Maintenance and Proper Etiquette

- 1.1. All branch personnel must ensure that all spare parts are properly stored in a clean and well lit storage area.
  - 1.1.1. All engine parts must be separated from all plastic parts.
  - 1.1.2. All plastic parts must be properly wrapped with plastic bubbles or a soft cushion.
  - 1.1.3. All tools and equipment of the mechanic must be in maintained and remain good condition. This applies to but limited to: Service tools, service tools and service compressor.
  - 1.1.4 The work area and display area must be kept clean and presentable at all times.
  - 1.1.5 The display stand must show spare parts item only. Warranty parts and license plates should not be included.
  - 1.1.6. The show case is in neat and the spare parts showcase is well organized. It should also include properly label of: SKU, model and price.

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2.1. Etiquette in customer communication and transaction

2.1.1. The customer must be provided with the proper pre orientation to the customer before the releasing of the units.

2.1.2. The warrant policies is clearly explained to them.

2.1.3 All branch personnel should practice excellent customer service at all times. This can be achieved by reminding the customers for their periodic checkups as to enable them to ensure the longevity of the motorcycle.

2. Mechanic

1.1 The mechanic ensures the use of logbook for the JO.

1.2 He ensures that there is no back job in a month.

1.3 He follows the comprehensive and specific details for warranty claims. He is also responsible for monitoring the warranty claims.

1.4 He ensures that his area and tools are clean at all times.

1.5 Scan duly acknowledged HTR and forward to Spare Parts Department via web mail.

3. Cashier

1.1 Ensures the spare parts transfer receipts are properly filled for recording and reports purposes.

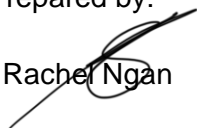

1.2 He / she ensures that all service transactions are used properly.

1.3 The Job order receipts are labeled properly.

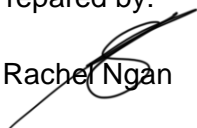
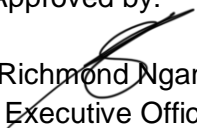
1.4 Ensures that the updated and accurate inventory report is submitted on time to the Area manager.

1.5 Makes sure that there is an available cash invoice receipts for spare parts.

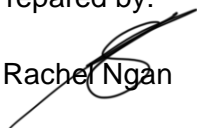

1.6 Ensures that customers pay in partial upon ordering the spare parts.

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**SAMPLE AUDIT FORM**

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## KEY PERFORMANCE EVALUATION

Particulars	Yes	No	Remarks
<b>A. SPAREPARTS MANPOWER AND TOOLS</b>			
1. Showcase			
a. Is there an available show case for spare parts?	_____	_____	_____
b. Is it visible from afar?	_____	_____	_____
c. Is the showcase neat in appearance?	_____	_____	_____
d. Are the spare parts inside the showcase well organized?	_____	_____	_____
e. Are the spare parts inside the showcase neat?	_____	_____	_____
f. Are the spare parts properly labeled?	_____	_____	_____
- SKU	_____	_____	_____
- MODEL	_____	_____	_____
- PRICE	_____	_____	_____
a. Did all employees' maintain good housekeeping?	_____	_____	_____
<b>B. SERVICE AREA</b>			
1. WORK AREA PROTOCOL			
a. Is there a service mechanic?	_____	_____	_____
b. Did the branch have complete tools to be used in the service area?	_____	_____	_____
c. Did the Branch Mechanics observe the "First Come, First Serve" policy?	_____	_____	_____
d. Did the Branch Mechanics observe good housekeeping in the Service area?	_____	_____	_____
e. Are the tools handled with care?	_____	_____	_____
f. Is there a back job in a month?	_____	_____	_____
g. Does he follow the comprehensive and specific details for	_____	_____	_____
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warranty claims?


**C. MECHANIC**

**1. ADMINISTRATIVE**

- a. Does he/ she use a logbook for PO receipt or HTR?
- b. Does he/ she fills up the job order receipt properly?
- c. Is there a service lifter?
- d. Is it working properly?
- e. Is it properly maintained?
- f. Is there a service compressor available?
- g. Is it working properly?
- h. Is it properly maintained?

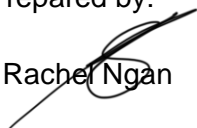


**D. STORAGE**

- a. Is there a stock room available for safe keeping of spare parts and tools?
- b. Is it well lighted?
- c. Are they stored in a dry place?
- d. Are the plastic parts properly wrapped with plastic bubbles or soft cushion?
- e. Are the spare parts arranged in an orderly manner? Meaning that the plastic parts are separated from the engine parts?


**E. OTHERS**

**1. REPORTS**

- a. Are the spare parts Transfer receipts properly filled?
- b. Are the used job order receipts properly filled?
- c. Are all the service transactions uses the job order receipts?
- d. Does he/ she have an updated inventory and submit an accurate inventory report monthly to the Area manager?


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e. Is there an available cash invoice receipts for Spare Parts? \_\_\_\_\_

g. Do they encourage the customers to pay in partial upon ordering spare parts? \_\_\_\_\_

2. AFTER SALES SERVICE \_\_\_\_\_

a. Do they provide a proper re orientation to the customer before releasing the units? \_\_\_\_\_

b. Do they explain the warranty policies? \_\_\_\_\_

c. Do they mention the spare parts availability or estimated time of arrival? \_\_\_\_\_

d. Is the marketing assistant or branch manager complete with their sales call for 30% of their active market? \_\_\_\_\_

d. Do they schedule with the customer their next oil change using MAKOTO OIL? \_\_\_\_\_

Evaluated by:

Conforme:

Signature Over Printed Name

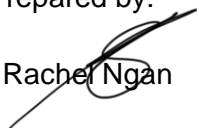

Signature Over Printed Name

Branch

Date

Area Manager

BM/OIC

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