

LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
TRANSPORT**

WORKSHOP PROCEDURE MANUAL
VERSION 1

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ACRONYMS AND ABBREVIATIONS

GG: Government Vehicle

GMT: Government Motor Transport

SCM: Supply Chain Management

HoD: Head of Department

OHS:Occupational Health and Safety Act

SP: Service Provider

TC: Transport Controller

TO: Transport Officer

1. Preamble

This Workshop Procedure Manual is applicable to Transport Officers, Transport Controllers and all Provincial Government Garages.

2. Purpose and Objectives

- 2.1. This procedure manual is intended to clarify the process flow in terms of repairs and maintenance of government owned vehicles in the Department.
- 2.2. It is intended to ensure that maintenance and repairs of Government vehicles is carried out according to specified service intervals and durations as prescribed through the manufacturer's specifications and flat rate Manual.
- 2.3. It is intended to ensure that accidents, damages and collision repairs of Government vehicles are done only after the accident report forms have been duly completed and submitted to the relevant Government Garage.

3. Scope Of Application

This procedure manual will be applicable to all Government Garages for the processing of repairs and maintenance of Government vehicles in the Department of Transport.

4. Legislative Framework

- 4.1. Constitution of the Republic of South Africa Act `08 of 1996.
- 4.2. National Transport Circular No. 4 of 2000
- 4.3. Public Service (Act,103 of 1994) as amended
- 4.4. Road Traffic (Act, 93 of 1996) as amended.
- 4.5. Road Traffic Amendment (Act 21 of 1999)
- 4.6. Public Finance Management (Act 1 of 1999). As amended
- 4.7. Labour Relations (Act 66 of 1995) as amended

- 4.8. OHS Act (Act 85 of 1993) as amended
- 4.9. Treasury Regulations issued in terms of the PFMA
- 4.10. PSCBC Resolution No.3 of 1999
- 4.11. SCM policy
- 4.12. Departmental Disposal policy
- 4.13. Departmental Government Motor Transport policy for government owned vehicles

5. Procedure Pronouncement

5.1. Identification Of Defects/Problems

- 5.1.1 The end-user identifies the defects/problem on the vehicle.
- 5.1.2. Defects/problems are reported to the institutional Transport Officer/Controller.
- 5.1.3. In case the vehicle is drivable, the Transport Officer/Controller takes/refers the vehicle to the nearest Government Garage.
- 5.1.4. In case the vehicle is not drivable, the Transport Officer report the vehicle to the nearest Government Garage as Breakdown.

5.2. Gate Security

- 5.2.1.1. Inspection of vehicle and all accessories
- 5.2.1.2. Recording of vehicle and all accessories accordingly

5.3. Reception

- 5.3.1. In case of a breakdown, the Receptionist open a Breakdown Job Card and note the short description of what might have been the problem as per the reporting Officer.

- 5.3.2. The Job Card is then send directly to the Inspection Supervisor for Allocation to the Breakdown Services
- 5.3.3. In case of vehicles brought to Government Garage, the Receptionist open a job card and note all the defects as reported.
- 5.3.4. The Receptionist carry out the visual inspection with the Driver and the Driver acknowledges and sign the Visual Inspection Form.
- 5.3.5. The vehicle is taken to the workshop inspection bay with the Job Card and the Visual Inspection Form.
- 5.3.6. Upon confirmation of completion of repairs by the Testing Officer, the vehicle is handed over to the receptionist.
- 5.3.7. The receptionist inspect the vehicle with the Testing Officer and acknowledge receipt of the vehicle if the visual inspection results are the same as when it came in, if there are any new visual defects the receptionist refer the vehicle back to Workshop for the Workshop to investigate and make a report of the new damage.
- 5.3.8. The end user/driver is informed for them to collect the vehicle.

5.4. Inspection Bay

- 5.4.1. Verification of reported defects
- 5.4.2. Vehicle is inspected for any other additional defects.
- 5.4.3. Additional defects are recorded on the Job Card as part of the repairs required.
- 5.4.4. The vehicle is then parked at the Waiting bay, marked clearly with the date received and required repairs
- 5.4.5. The keys and Job Card are then handed over to the Supervisor for allocation.

5.5. Work Allocation

- 5.5.1. The Supervisor for Allocation assess whether it is economical or uneconomical to proceed with the repairs.
- 5.5.2. In cases where it is economical to carry out the repairs;
 - (i) The Inspection section Supervisor identifies whether the repairs can be done internally or should be outsourced based on internal capacity, availability of spares and the nature of work required.
 - (ii) The Inspection section Supervisor allocate the vehicle to the relevant section (Service, Minor maintenance repairs, Major repairs, Auto Electrical Repairs, Body repairs, Breakdown Services and Tyre section) and the sectional Supervisor allocate the vehicle to the Artisan or Breakdown Driver/Operator.
- 5.5.3. In case where it is uneconomical to carry out the repairs;
 - (i) The vehicle is recommended to be withdrawn from service/operations.
 - (ii) The vehicle is then referred to the Withdrawal Supervisor for further processing.

5.6. Breakdown Services

- 5.6.1. In case of a breakdown during office hours;
 - (i) The user report to their Transport Officer/Controller.
 - (ii) The Transport Officer/Controller report to the nearest Government Garage.
 - (iv) The Government Garage arrange the most suitable means for recovery based on the short description of the defect given by the user.

In case of breakdown after working hours;

- (i) For all breakdowns within the boundaries of the province;
 - a. The user report to the nearest Government Garage.
 - b. The Government Garage arrange the most suitable means for recovery.
 - c. The vehicle is recovered to the nearest Government Garage.
- (ii) For breakdowns outside the Province;
 - a. The user may report directly to the RT46 Service Provider Call Centre.
 - b. The Call Centre will arrange/dispatch the most suitable means for recovery to the merchant or safe place in case of accident.
 - c. The relevant Government Garage will then make the necessary arrangements to recover the vehicle back home.

5.7. Internal Repairs (Mechanical)

- 5.7.1. The Artisan clock or note the starting time for the newly allocated job.
- 5.7.2. The Artisan conduct the pre-repairs inspection
- 5.7.3. If the repairs require dismantling, the Artisan will do so, and asses wear and tear on components.
- 5.7.4. The Artisan then orders all the required spares if there is a need on such repairs.

5.7.5. Once the spares are received or in case there is no need for spares, the Artisan continues with the repairs.

5.7.6. The Artisan completes the job and park the vehicle on the testing bay.

5.8. External Repairs(Mechanical)

5.8.1. The Garage Manager/delegate load a turndown to the Service Provider for the repairs to be done.

5.8.2. The Service Provider distributes the work to the merchants in line with the repairs required.

5.8.3. If the vehicle is found to have been repaired recently (Warranty) it is

directed to the merchant who previously repaired the vehicle to be treated as warranty repairs.

5.8.4. The vehicle is send to the merchant for repairs

5.8.5. The merchant will send the repair quote to the Service Provider.

5.8.6. The Service Provider, after scrutinizing the repair quote from the merchant, sent it to the Department for inspection and approval/declining of the repairs.

5.8.7. The Department sends the clearance/authorization/declined quote to the Service Provider.

5.8.8. The Service Provider then authorizes the merchant for the work to be carried out or decline the repairs.

- 5.8.9. The Departmental Inspectors will carry out inspection of the work to be done during and after repairs.
- 5.8.10. Immediately the vehicle is repaired, the merchant informs the nearest Government Garage for quality control and signing off the invoice and collection.
- 5.8.11. The vehicle is collected back to Government Garage where it is parked on the testing line/bay.
- 5.8.12. Any documentation brought from the merchant is submitted to the Inspection Supervisor.

5.9. Internal Repairs (Body Repairs)

- 5.9.1. The driver report to reception of the panel beating section with the duly completed Accident Report forms and the Job Card.
- 5.9.2. The vehicle is taken into the panel beating section of the Government Garage if it can still move on its own.
- 5.9.3. If the vehicle is brought in by the recovery vehicle, it will be off-loaded in the parking area for vehicles waiting for repairs or quotations in the Panel Beating section.
- 5.9.4. The vehicle is assessed for the actual damages, which will be recorded on the accident assessment form.
- 5.9.5. The head of the Panel Beating section arranges for quotations from private Panel Beaters at least three Quotations should be obtained.
- 5.9.6. Quotations are assessed in relation to the accident assessment form to check completeness, any other

damages that might have been omitted during the initial assessment of damages.

- 5.9.7. The head of Panel Beating then took a decision whether the repairs are carried out internally or outsourced based on internal capacity and availability of spares.
- 5.9.8. Work recommended for internal repairs allocated to a Panel Beater to carry on with the repairs.
- 5.9.9. Quotations are then send to the Service Provider for capturing of costs to reflect on the vehicle history.
- 5.9.10. The repairs are carried out and completed.
- 5.9.11. The vehicle is then send to the testing line.
- 5.9.12. Should there be a need for further repairs the vehicle is referred to the relevant section to complete such repairs.
- 5.9.13. **Should it be that such repairs are as a result of same accident, the costs for such repairs and all other related work must be combined with the costs for the accident repairs and be classified as accident repairs.**
- 5.9.14. **Copies of quotations, an invoice for both accident, recovery costs and all other costs related to such an accident are then send to the Department/Head Office for further processing on the determination of liabilities on damages.**

5.10. External Repairs (Body Repairs)

- 5.10.1. The head of panel beating section/delegate sent the quotations to the Service Provider with the indication of the recommended quotation.
- 5.10.2. The Service Provider load the quotations on their system and confirm the merchant.
- 5.10.3. The vehicle is send to the merchant for repairs.
- 5.10.4. The head of Panel Beating section shall monitor progress of repairs to ensure that the vehicle is repaired accordingly.
- 5.10.5. Upon completion, the head of Panel Beating section shall carry out the final inspection, the vehicle will be collected with the invoice and be brought to the Government Garage.
- 5.10.6. The vehicle will be parked at the inspection line.
- 5.10.7. The vehicle will be inspected and if it pass the inspection, it will be sent to the ready line.
- 5.10.8. The keys will then be handed over to the reception.
- 5.10.9. The head of the Panel Beating section process the invoice.

5.11. Ordering Of Spares For Internal Repairs

- 5.11.1. The responsible Artisan makes out an internal requisition.
- 5.11.2. The responsible Supervisor confirms and recommends the requisition.
- 5.11.3. The Manager/delegates approves the requisition.

- 5.11.4. The requisition will be sent to stores for them to supply the available spares.
- 5.11.5. If the spares are not in stock, the Stores Officer will request quotations from suppliers to order spares through SCM processes or any available means.
- 5.11.6. Once the spares are ready, the Supervisor will collect the spares and hand over to the Artisan who will resume the repairs process.
- 5.11.7. Once the repairs are completed, the Artisan completes the Jobcard and park the vehicle at the testing line/bay for quality control.

5.12. Testing/Quality Control

- 5.12.1. The Testing Officer conduct the final inspection and test, in case of same or any defect the vehicle is returned back or in the Workshop for repairs of such.
- 5.12.2. In case where the vehicle passes the test it is taken to the washing bay for cleaning.
- 5.12.3. The service sticker informing the user about the next service shall be pasted on the inside panel of the driver's door or on the Speedo Clock.
- 5.12.4. The vehicle is then parked at the ready line and keys handed over to the reception.
- 5.12.5. The Testing Officer completes the Jobcard and submits it to his/her Supervisor for signing off and final costing.

5.13 Collection of Repaired Vehicles

- 5.13.1 The receptionist informs the driver /user that their vehicle is complete and ready for collection.
- 5.13.2 When the user/driver arrives at Government Garage, Government Garage driver takes the vehicle from the ready line to reception.
- 5.13.3 The receptionist and the user/driver carry out a walk around inspection on the vehicle to check the body condition and accessories at the time of collection.
- 5.13.4 The driver then sign off the vehicle.
- 5.13.5 At the gate the Security Officer inspect the vehicle and record in the register and the driver sign the register.

5.14. Withdrawal of Vehicle from Operations.

Withdrawal of vehicle from operations is based on a number of factors that amongst other things includes the following; life to date, age, general condition of vehicle, the cost of the current repairs required, uneconomical to repair, the structural impact resulting from the impact of an accident, etc. The decision for withdrawal will be taken based on the nature of any one or a combination of the factors stated factors. Based on such factors the following process will be undertaken.

- 5.14.1 The Supervisor verifies the Life To Date of the vehicle.
- 5.14.2 The Supervisor prepares/source quotations for the identified defects to support the recommendation for withdrawal.
- 5.14.3 The Supervisor compiles the Technical Report.
- 5.14.4 The report is referred to the Garage Manager to sign off.

- 5.14.5. The report is then submitted to the District Office or the owner Department.
- 5.14.6. The District Office or the owner Department notifies the user about the withdrawal.
- 5.14.7. The District Office or the owner Department refers the Technical Report to the Board of Survey for further processing.

5.15. Costing

- 5.15.1. The Supervisor hand over the Job Card to the Costing Officer for reconciliation of the totals of Labour, Spares and outsourced costs incurred.
- 5.15.2. Once all costs are reconciled, an invoice is prepared.
- 5.15.3. The invoice is then send to the Garage Manager for signing off.

5.16. Billing

- 5.16.1. The signed invoice is send to the end user to acknowledge receipt of all services rendered.
- 5.16.2. The invoice is then send to the Service Provider for capturing and billing.
- 5.16.3. The invoice together with the Job Card is filled/captured in the maintenance file of the relevant vehicle to update the maintenance records.

5.17. General Control Measures

- 5.17.1. Government Garage workshops must be used for repairs of Government vehicles only.
- 5.17.2. All Government Garage workshops must be kept clean at all times.
- 5.17.3. Old spares removed from vehicles shall be placed at a place provided for keeping used spares until they are disposed off.
- 5.17.4. Used oil must be stored in drums provided and be kept at location provided for storing used oil and other used consumables until they are disposed off using the prescribed and authorized procedure.
- 5.17.5. Workshop equipment like four post lifts, two post lifts, low-level lifts, test machines, battery testers and chargers should be kept clean and always in a serviceable condition, any damage or malfunction should be reported immediately to the Supervisor of the section.
- 5.17.6. Workshop equipment shall be serviced periodically by the Accredited Service Provider who will at the end issue the equipment safety certificate in accordance with the OHS Act.
- 5.17.7. Workshop personnel shall be trained to use the workshop equipment.
- 5.17.8. Each Artisan is responsible for the cleanliness of their work bays, work bench, work bay tools and equipment.
- 5.17.9. Each Artisan must ensure that all tools are always in good working condition.

5.17.10. All Tools, Hand Tools and Equipment must be inspected by the Sectional Supervisor once a month.

5.18. Movement Of Personnel In Government Garage And Workshops

5.18.1. Workshops and Administration staff at Government Garages shall use the main gate to enter into the Government Garage premises and to leave the Government Garage premises.

5.18.2. Written permission or itinerary should be produced to Security Officers when an official including Artisan personnel drive a state vehicle out of the Government Garage and the Security Officer shall complete the particulars required in the register.

5.18.3. Unauthorized people will not be allowed in Government Garage premises except when prior arrangements have been made, or a person who need to enter, furnish his particulars in the Administration block and sign the control register.

5.18.4. Officers coming to enquire about their vehicles or collecting vehicles shall contact the receptionist and he/she will make all the necessary enquiries in the specific Workshop or organize that the required vehicle be brought to the reception.

5.18.5. Unauthorized people are not allowed inside Workshops, all enquiries should be done at the reception.

5.19 Operational Standards

ITEM	DESCRIPTION	ALLOCATED TIMEFRAME	MAXIMUM ALLOWED KM
Receipt Of Vehicle			
1.	Opening Jobcard	5 Minutes	N/A
2.	Inspection of incoming vehicle	15 Minutes	10km
Panel Beating			
3.	Assessment of damages for Minor Accident Vehicle	15 Minutes	N/A
4.	Assessment of damages for Major Accident Vehicle	45 Minutes	N/A
5.	Preparation of Quotations for minor internal body repairs	20 Minutes	N/A
6.	Preparation of Quotations for external body repairs	5 days	Depend on the distance from Government Garage to Merchants
Mechanical Repairs			
7.	Preparation of Quotation for internal fitments	20 Minutes	N/A
8.	Preparation of quotation for internal minor mechanical repairs	45 Minutes	N/A
9.	Preparation of Quotations for external mechanical repairs	1 day	Depend on the distance from Government Garage to Merchants.
10.	Work Allocation	5 Minutes	N/A

Towing Service			
11.	Breakdown Response time/km radius	30 Minutes/15Km	
Turnaround Times			
12.	Towing Service	1 day	N/A
13.	Fitments	1 day	N/A
14.	Minor Repairs	1 day	N/A
15.	Services	1 day	N/A
16.	Major Repairs	20 days	N/A
17.	Engine Overhaul	20 days	N/A
18.	Power Train Repairs	20 days	N/A
19.	Minor Collision Repairs	20 days	N/A
20.	Major Collision Repairs	40 days	N/A
21.	Testing/Quality Control	10 Minutes	20 Km
22.	Withdrawal of Vehicle from Operation	20 days	Depend on pre withdrawal requirements
23.	Costing	30 Minutes	N/A
24.	Billing	30 Minutes	N/A

N.B: THE TURNAROUND TIMES ONLY COVERS THE ACTUAL TIME FOR THE SPECIFIED REPAIRS IN EXCLUSION OF WAITING PERIOD FOR ORDERING SPARES AND SUPPLEMENTARY SERVICES.

6. Authority

This document shall remain the only Workshop procedure manual for the Limpopo Department of Transport. The manual has been developed to provide systematic procedures together with the applicable Acts and

Regulations to ensure proper repairs and maintenance of Government Owned vehicles in the Department.

7. Rights of Ownership

No part of this procedure manual may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, in any network, electronic storage or transmission without the prior consent of the Limpopo Department of Transport.

8. Implementation

This Procedure Manual comes into operation with effect from date of approval.

9. Amendment

This Procedure Manual shall be reviewed as and when required to align it to any change to fleet management best practice, circulars and acts.

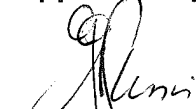
10. Termination

This procedure manual will be terminated upon the inception of new procedure manual.

11. Approval

Workshop Procedure Manual for the repairs and maintenance of Government owned vehicles.

Approved by:



Ms Hanli du Plessis

HoD: Transport

Date: 23/5/19