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# 1 Introduction

## 1.1 Background

Truck transport development is crucial for effective logistics and to maintain Thailand's competitiveness. Development of standardized transportation services to meet industry needs will effectively support and drive logistics and the supply chain management process. Standardization will enable operating cost reduction and add value to various industries. In order to enhance the quality of road freight transport services, trucking transport operators need to be supported and encouraged to improve their services capacity in areas such as evaluation of efficiency and use of performance data to set business goals and related frameworks to reach desired targets. Therefore, the government should have a strong role in supporting trucking operators concretely, in both technical and informational capacities, particularly for small and medium size operators. Then, road freight transport services would be able to support national trade and industries effectively which will lead, in turn, to improved readiness to face the challenges and opportunities of the free trade era.

The Department of Land Transport (DLT) has established a "Service Quality Standard for Truck Operation" (Q Mark) since 2009. The standard provides guidelines to improve each transport service activity to an acceptable level, with the dual goals of ensuring compliance as well as satisfying the customers.



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## 1.2 Goal

A Service Quality Standard for Truck Operation has been established for these respects:

- To raise the quality of road freight transport in Thailand
- To enhance the potential and capacity of truck operators in Thailand
- To serve as tool for customers when seeking for a qualified operator in Thailand
- To support the government policies and action plans in order to enhance the service quality of road freight transport in Thailand

## 1.3 Terms and Definitions

- **Audit** is defined as the on-site verification activity, such as inspection or examination, of a process or quality system, to ensure compliance to requirements. An audit can be an internal audit (first party), or an external audit (second party or third party). Q Mark Standard requires an applicant to be third-party audited by external, independent auditing organizations, so-called Inspection Body.
- **Auditor** is person who conducts an audit and must be appointed by DLT through a process of training and examination. The list of current auditors can be found on the DLT's website.
- **Lead auditor** is an experienced auditor who is appointed by DLT and responsible for leading the audit team in an

organization by preparing the audit plan, delivering meetings and submitting audit report.

- **Audit team** consists of a lead auditor and two auditors.
- **Inspection Body (IB)** is an independent juristic person appointed by Department of Land Transport to conduct an audit task.
- **Certification** is a process to certify an operator that fully complies with the requirements according to the audit results.
- **Process** is a set of interrelated or interacting activities that use inputs to deliver an intended result.
- **Procedure** is a specified way to carry out an activity or a process.
- **Plan** is a document, or several documents, that together specify quality standards, practices, resources, specifications, and the sequence of activities relevant to a particular product, service, project, or contract.
- **Efficiency** is a relationship between the result achieved and the resources used.
- **Document** means the information and the medium on which it is contained. Example of document includes record, procedure, report, standard, etc. The medium can be paper, magnetic, electronic or CD, photograph or master sample, or combination thereof.
- **Nonconformity** means non-fulfilment of a requirement.



## 2 Quality Standards

### 2.1 Concept

The Service Quality Standard for Truck Operation (Q Mark) will develop the quality of freight delivery for the benefit of all stakeholders. In preparation for the transport liberalization, operators should prepare to compete with foreign competitors in the changing business context. In scope, the standard combines existing transport law with additional mandatory controls that focus on the management of freight transportation. These regulations specify what customers, for example, the industrial and trading sectors, need from the transportation service provider. This will support and increase the efficiency of logistics and supply chain management, while reducing cost, maintaining safety, improving operations and adding value to multiple stakeholders.

The guidelines contained in this standard will allow operators to ensure their services meet the requirements of each industrial sector and the needs of their customers. The main purposes are to:

- Improve the quality of trucking service in Thailand
- Create additional value to the road freight industry
- Enhance the efficiency of logistics systems to support trade and industrial sectors
- Demonstrate corporate social responsibility



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## 2.2 Benefits

### 2.2.1 Commercial

Q Mark enables operator to verify to customers that they are reducing their risks through safe work practices, safe and well-maintained trucks, healthy drivers and sound management systems

Additional benefits include:

- reduced maintenance costs
- improved truck insurance benefits
- reduced workers compensation costs

### 2.2.2 Internal

- standardisation
- eliminate duplication
- reduced down time and re-work
- regular staff training
- external evaluations
- improved employee health
- increased productivity



### 2.2.3 Other Benefits

- eligible to use Q Mark label by law
- be promoted through DLT PR channel
- get higher priority when applying to use public truck terminal
- get higher priority when applying for international transport operator permit
- receive information and invitation to regular DLT seminar and meeting events



## 3 Requirements

This standard specifies 39 requirements for Service Quality Standard for Truck Operation (Q Mark) when a transport operator:

- needs to demonstrate its ability to consistently provide transport services that meet customer requirements
- aims to enhance the safety and efficiency of the transport operation

All the requirements of the Service Quality Standard for Truck Operation (Q Mark) are generic and are intended to be applicable to any truck operator, regardless of its type or size, or the type of cargo it carries.

39 requirements cover 5 key aspects of transport operation :

- (1) Organization
- (2) Operation
- (3) Driver and Staff
- (4) Vehicle
- (5) Customer and Communication

Among them, 27 requirements are compulsory (shown as underlined) , and the rest 12 requirements are optional but recommended as efficiency enhancement measures.



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## (1) Organization

- (1.1) The operator must have the organization structure showing the role and responsibility of all staff who manage and perform key functions to ensure safety of the operation and services. It must have been communicated, understood, and implemented.
- (1.2) The operator must have a policy statement.
- (1.3) The operator must use information technology (IT) to improve efficiency; for instance, an operating cost tool, a transportation management system (TMS), etc.
- (1.4) The operator must have procedure to protect the environment with respect to specific wastes: battery, tire, and engine oil.
- (1.5) The operator must develop and implement its carrier's liability policy and have procedure for damage claim.
- (1.6) The operator shall establish organizational improvement or business plan.
- (1.7) The operator shall employ advanced efficiency improvement technique such as TQM.
- (1.8) The operator shall consider to be accredited by recognized standard such as ISO9000, ISO14000, ISO39001, OHSAS18000, GMP etc.
- (1.9) The operator shall involve in the professional society that has continuous collaboration with Department of Land Transport.

- (1.10) The operator shall consider to provide other related logistic services such as warehousing, packaging, custom clearance, international road transport service, etc.
- (1.11) The operator's facilities including truck parking and maintenance workshop shall be located strategically and properly.

## (2) Operations

- (2.1) The operator must have the transport operation procedures for each type of customer and assign responsible staff(s) for each task.
- (2.2) The operator must have a written work instruction for transport operation.
- (2.3) The operator must properly keep record of transport operation that indicates its operational efficiency.
- (2.4) The operation must have established key performance indicators, KPI, and have corresponding evaluation. If the goal is not met, relevant analysis shall be carried out and proper measures shall be taken. The operator must continually improve the efficiency of the operation.
- (2.5) The operator must develop and maintain speed management policy against drivers' speeding behavior.
- (2.6) The operator must have an emergency response plan. A responsible manager is designated. Emergency drill is regularly conducted.



- 
- (2.7) In case of incident and accident, the operator must implement a record keeping system that collect the incident information, identify the cause, and finding mitigation measures.
  - (2.8) The operator must have accident record with relevant detail: cause, damage, preventive measures. The operator must report the accident happened to the relevant agencies.

### (3) Drivers and Staff

- (3.1) The operator must have recruitment process for driver and transport-related staffs.
- (3.2) The operator must have staff regulations & rules for drivers and transport-related staffs. It must include relevant detail such as job description, staff uniform, penalty, etc.
- (3.3) The operator must implement an annual training program for transport-related staffs including drivers for at least these two subjects: safety driving and basic vehicle maintenance.
- (3.4) The operator must have at least one yearly activity that supports driver's career path and encourage driver's pride.
- (3.5) The operator must keep the current record of driver profile.
- (3.6) The operator must have all drivers to have annual medical assessments, at least, in accordance with the checklist provided by the Social Security Office of Thailand. The record must be kept accordingly.

- (3.7) The operator must have proper measures to monitor the accumulated driver's working hours to ensure adequate sleeping hours before getting out for duty.
- (3.8) The operator must have proper driver's alcohol policy measures and implement pre-trip alcohol check by using breathalyzer.
- (3.9) The operator must have proper driver's drug policy measures and implement a random driver's drug test periodically.
- (3.10) The operator shall implement a strict idling policy.

#### **(4) Vehicles**

- (4.1) The operator must keep record of the fuel consumption or fuel expenses of each vehicle.
- (4.2) The operator must have procedures for performing a daily check on each vehicle before use and also have a periodic maintenance program with identified service periods, that describe the tasks to be completed. The records of maintenance must be kept accordingly.
- (4.3) The operator must keep record of repair for each vehicle.
- (4.4) The operator shall install additional safety equipment on board.
- (4.5) The operator shall make its fleet more environmentally friendly, for instance, using hybrid or electric truck.



## (5) Customers

- (5.1) The operator must keep record of customer contact and their past service orders.
- (5.2) The operator must implement the customer satisfaction evaluation and continually improve the operation accordingly.
- (5.3) The operator shall have communication channel where customers can provide feedback or complaints. The record must be kept accordingly.
- (5.4) The operator shall have information about the final customer to achieve the ultimate customer satisfaction.
- (5.5) The operator should have a regular meeting with customer to understand their specific requirements and preferences.



## 4 Certification Process

### 4.1 Who can apply

Any commercial trucking transport operator and private trucking transport operator license under the Land Transport Act B.E. 2522 may apply for the certification.

### 4.2 Document

These documents are required

- Filled application form
- Self-assessment form
- Operator license

### 4.3 Steps

Generally, the process involves the following steps

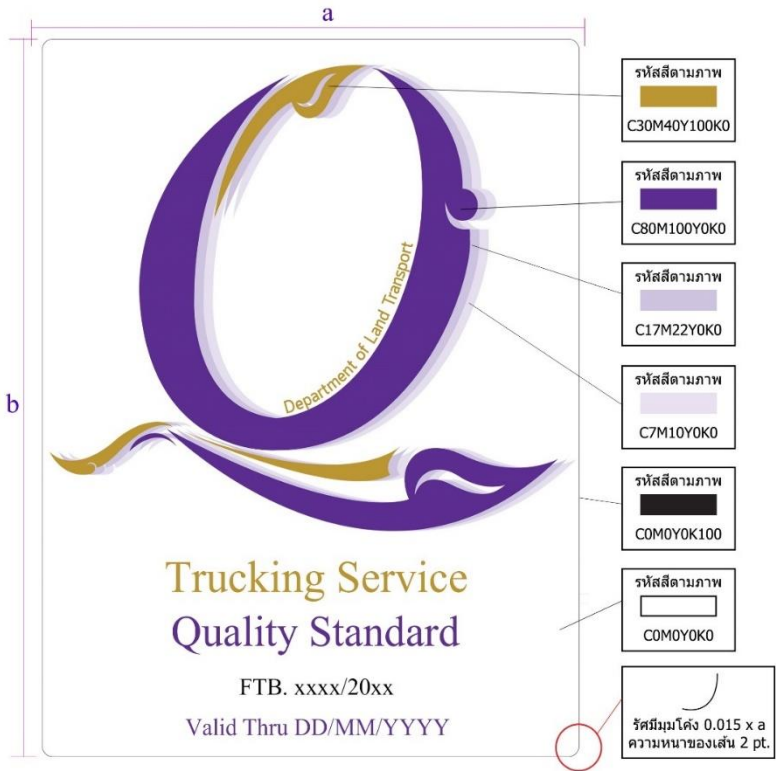
- An interest operator completes the self-assessment
- The operator fills and applies
- DLT by the Freight Transport Bureau checks the qualification of the applicant
- DLT assigns an Inspection Body (IB) to conduct an audit
- IB contacts the applicant to schedule the audit and informs the list of auditors to be assigned



- The assigned audit team conducts the audit on site
- Minor correction, if any
- IB concludes the audit and reports to DLT
- DLT considers the audit result and other relevant evidence and complete the certification

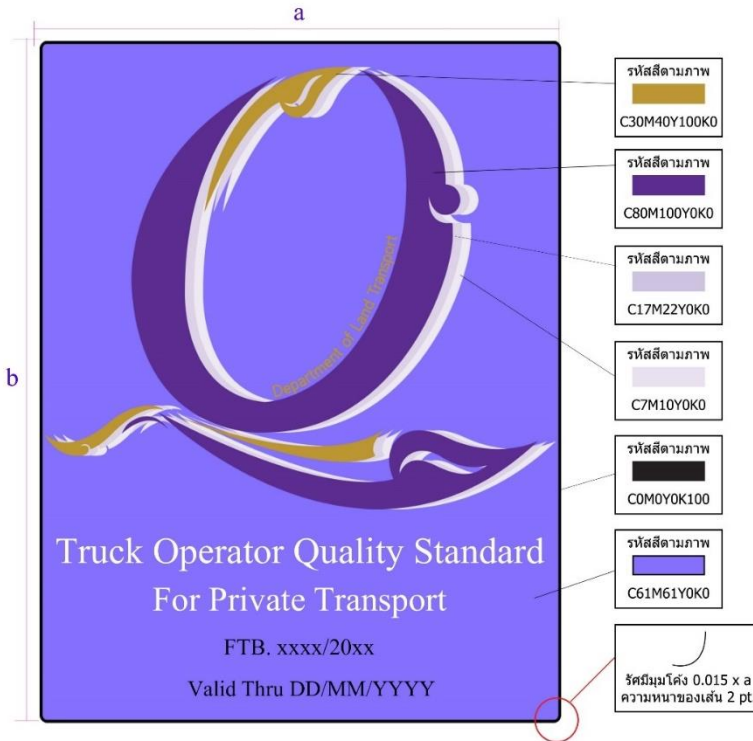
## 4.4 Q Mark Label

### 4.4.1 For Commercial Trucking Transport Operator





#### 4.4.2 For Private Trucking Transport Operator



## 4.5 Q Mark Certificate

กรมการขนส่งทางบก กระทรวงคมนาคม 1032 ถนนพหลโยธิน แขวงจตุจักร เขตจตุจักร กรุงเทพมหานคร 10900 โทรศัพท์ : 0-2271-8490, 0-2271-8888 ต่อ 4705, 4706		DEPARTMENT OF LAND TRANSPORT 1032 PHAHOLYOTHINI ROAD KHET CHATUCHAK BANGKOK 10900 TELEPHONE : 0-2271-8490, 0-2271-8888 EXT. 4705, 4706
ใบรับรองนี้ มอบให้แก่ บริษัท _____ จำกัด		
เพื่อแสดงว่าได้ผ่านการรับรอง “มาตรฐานคุณภาพบริการขนส่งด้วยรถบรรทุก”		
โดยรับการตรวจจากหน่วยตรวจประเมิน _____		
มีผลตั้งแต่วันที่ 4 กรกฎาคม 2561 ถึงวันที่ 3 กรกฎาคม 2564		
_____ ( _____ ) อธิบดีกรมการขนส่งทางบก	 Trucking Service Quality Standard FTB. xxxx/20xx	



## 4.6 Validity

Each certification is valid for a consecutive three (3) years. However, the certification will be terminated in the case of

- The certification is revoked.
- The certification is expired but not renewed.
- The transport operation license is revoked.
- The transport operation license is expired.

## 5 Audit Guideline

The quality standard requirements cover five aspects of operation: organization, transport operation, personnel, vehicles, and customer responsibility. The 27 requirements highlighted with grey are compulsory requirements and the remaining 12 are optional.

### (1) Organization

No.	Requirement	Evidence Example
1.1	The operator must have the organization structure showing the role and responsibility of all staff who manage and perform key functions to ensure safety of the operation and services. It must have been communicated, understood, and implemented.	<ul style="list-style-type: none"> <li>• Organization chart</li> <li>• Job Description</li> <li>• Employee interview</li> </ul>
1.2	The operator must have a policy statement.	<ul style="list-style-type: none"> <li>• General operation policy</li> <li>• Issue-specific policy such as safety</li> </ul>



<b>No.</b>	<b>Requirement</b>	<b>Evidence Example</b>
1.3	The operator must use information technology (IT) to improve efficiency; for instance, an operating cost tool, a transportation management system (TMS), etc.	<ul style="list-style-type: none"><li>• Google Maps</li><li>• Operating Cost Calculation Tool</li><li>• TMS</li></ul>
1.4	The operator must have procedure to protect the environment with respect to specific wastes: battery, tire, and engine oil.	<ul style="list-style-type: none"><li>• Work instruction for battery, tire, and engine oil</li><li>• Proof of used battery, tire, and engine oil sale</li></ul>
1.5	The operator must develop and implement its carrier's liability policy and have procedure for damage claim.	<ul style="list-style-type: none"><li>• Responsibility policy</li><li>• Insurance option</li></ul>
1.6	The operator shall establish organizational improvement or business plan.	<ul style="list-style-type: none"><li>• Diagram for business process</li></ul>
1.7	The operator shall employ advanced efficiency improvement technique such as TQM.	<ul style="list-style-type: none"><li>• Schematic diagram of improvement</li><li>• Report</li></ul>
1.8	The operator shall consider to be accredited by recognized standard such as ISO9000, ISO14000, ISO39001, OHSAS18000, GMP etc.	<ul style="list-style-type: none"><li>• ISO certificate</li><li>• Business awards</li></ul>



No.	Requirement	Evidence Example
1.9	The operator shall involve in the professional society that has continuous collaboration with Department of Land Transport.	<ul style="list-style-type: none"> <li>• Membership certificates</li> <li>• Annual report</li> </ul>
1.10	The operator shall consider to provide other related logistic services such as warehousing, packaging, custom clearance, international road transport service, etc.	<ul style="list-style-type: none"> <li>• Service detail</li> </ul>
1.11	The operator's facilities including truck parking and maintenance workshop shall be located strategically and properly.	<ul style="list-style-type: none"> <li>• Strategic plan</li> <li>• Photo</li> </ul>

## (2) Operation

No.	Requirement	Evidence Example
2.1	The operator must have the transport operation procedures for each type of customer and assign responsible staff(s) for each task.	<ul style="list-style-type: none"> <li>• Operation Manual</li> <li>• Working flow chart</li> </ul>



<b>No.</b>	<b>Requirement</b>	<b>Evidence Example</b>
2.2	The operator must have a written work instruction for transport operation.	<ul style="list-style-type: none"><li>• Work instruction</li></ul>
2.3	The operator must properly keep record of transport operation that indicates its operational efficiency.	<ul style="list-style-type: none"><li>• Daily trip report</li></ul>
2.4	The operation must have established key performance indicators, KPI, and have corresponding evaluation. If the goal is not met, relevant analysis shall be carried out and proper measures shall be taken. The operator must continually improve the efficiency of the operation.	<ul style="list-style-type: none"><li>• KPI report</li></ul>
2.5	The operator must develop and maintain speed management policy against drivers' speeding behavior.	<ul style="list-style-type: none"><li>• Speed Management Policy</li><li>• Speeding record</li><li>• Driving behavior analysis</li></ul>
2.6	The operator must have an emergency response plan. A responsible manager is designated. Emergency drill is regularly conducted.	<ul style="list-style-type: none"><li>• Emergency response plan</li><li>• Fire drills</li><li>• Evacuation plan</li></ul>

No.	Requirement	Evidence Example
2.7	In case of incident and accident, the operator must implement a record keeping system that collect the incident information, identify the cause, and finding mitigation measures.	<ul style="list-style-type: none"> <li>● Incident report</li> <li>● Accident report</li> <li>● Internal safety talk or meeting</li> </ul>
2.8	The operator must have accident record with relevant detail: cause, damage, preventive measures. The operator must report the accident happened to the relevant agencies.	<ul style="list-style-type: none"> <li>● Accident report</li> <li>● Accident filing</li> <li>● Mitigation measures</li> </ul>

### (3) Drivers and Staff

No.	Requirement	Evidence Example
3.1	The operator must have recruitment process for driver and transport-related staffs.	<ul style="list-style-type: none"> <li>● Recruitment procedure</li> <li>● Written examination</li> <li>● Interview</li> <li>● Driving skill assessment</li> </ul>



<b>No.</b>	<b>Requirement</b>	<b>Evidence Example</b>
3.2	The operator must have staff regulations & rules for drivers and transport-related staffs. It must include relevant detail such as job description, staff uniform, penalty, etc.	<ul style="list-style-type: none"><li>• Staff Regulations</li></ul>
3.3	The operator must implement an annual training program for transport-related staffs including drivers for at least these two subjects: safety driving and basic vehicle maintenance.	<ul style="list-style-type: none"><li>• Training program</li><li>• List of attendees</li><li>• Photo</li></ul>
3.4	The operator must have at least one yearly activity that supports driver's career path and encourage driver's pride.	<ul style="list-style-type: none"><li>• Prize for zero-accident driver</li><li>• Support to driver's family such as scholarship for drivers' children</li></ul>
3.5	The operator must keep the current record of driver profile.	<ul style="list-style-type: none"><li>• Driver's personal file</li></ul>
3.6	The operator must have all drivers to have annual medical assessments, at least, in accordance with the checklist provided by the Social Security Office of Thailand. The record must be kept accordingly.	<ul style="list-style-type: none"><li>• Annual medical checkup schedule</li><li>• Personal result</li></ul>

<b>No.</b>	<b>Requirement</b>	<b>Evidence Example</b>
3.7	The operator must have proper measures to monitor the accumulated driver's working hours to ensure adequate sleeping hours before getting out for duty.	<ul style="list-style-type: none"> <li>• Driver assignment plan</li> <li>• Driver's fitness to drive check</li> <li>• Roll call</li> </ul>
3.8	The operator must have proper driver's alcohol policy measures and implement pre-trip alcohol check by using breathalyzer.	<ul style="list-style-type: none"> <li>• Alcohol policy and action</li> <li>• Breathalyzer</li> <li>• Service contract showing alcohol check requirement</li> <li>• Alcohol result</li> </ul>
3.9	The operator must have proper driver's drug policy measures and implement a random driver's drug test periodically.	<ul style="list-style-type: none"> <li>• Drug test frequency target</li> <li>• Drug test result</li> </ul>
3.10	The operator shall implement a strict idling policy.	<ul style="list-style-type: none"> <li>• Idling policy and penalty</li> </ul>



## (4) Vehicles

No.	Requirement	Evidence Example
4.1	The operator must keep record of the fuel consumption or fuel expenses of each vehicle.	<ul style="list-style-type: none"><li>• Daily fuel report</li><li>• Daily fuel expense</li></ul>
4.2	The operator must have procedures for performing a daily check on each vehicle before use and also have a periodic maintenance program with identified service periods, that describe the tasks to be completed. The records of maintenance must be kept accordingly.	<ul style="list-style-type: none"><li>• Daily vehicle checklist</li><li>• Preventive maintenance program</li><li>• Periodic maintenance plan and action</li><li>• Maintenance record</li></ul>
4.3	The operator must keep record of repair for each vehicle.	<ul style="list-style-type: none"><li>• Vehicle repair record</li></ul>
4.4	The operator shall install additional safety equipment on board.	<ul style="list-style-type: none"><li>• Fleet with safety equipment such as ABS, retarder, etc.</li></ul>
4.5	The operator shall make its fleet more environmentally friendly, for instance, using hybrid or electric truck.	<ul style="list-style-type: none"><li>• Fleet with hybrid vehicle, EV truck, higher emission standard engine, etc.</li></ul>

## (5) Customers

No.	Requirement	Evidence Example
5.1	The operator must keep record of customer contact and their past service orders.	<ul style="list-style-type: none"> <li>• Customer records</li> </ul>
5.2	The operator must implement the customer satisfaction evaluation and continually improve the operation accordingly.	<ul style="list-style-type: none"> <li>• Customer Satisfaction Survey</li> </ul>
5.3	The operator shall have communication channel where customers can provide feedback or complaints. The record must be kept accordingly.	<ul style="list-style-type: none"> <li>• Call center number</li> <li>• Complain response procedure</li> <li>• Work improvement</li> </ul>
5.4	The operator shall have information about the final customer to achieve the ultimate customer satisfaction.	<ul style="list-style-type: none"> <li>• Meeting with the final customer</li> </ul>
5.5	The operator should have a regular meeting with customer to understande their specfic requirements and preferences.	<ul style="list-style-type: none"> <li>• Regular customer visit</li> </ul>





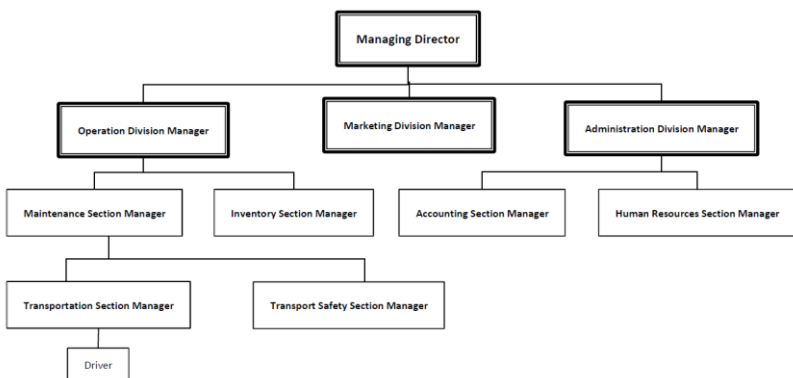
## 6 Example Documents

To illustrate the procedures for Service Quality Standard certification, a truck company named Prestige Transportation Co., Ltd. has been created as an example according to the explanation in Chapter 5. The documents included in this chapter show the types of document that would be needed to ensure the company's readiness for audit visit. The examples given are only some of the relevant documents that could be used when applying for Q Mark. However, because each company is different and unique, they may learn from these examples but need to adapt to fit with their own operations.

### 6.1 Organizational documents

Documents for the regulation of organizational standards are as follows:

#### 6.1.1 Organization Chart





## **Managing Director**

- Setting policy and goals as well as controlling and monitoring working progress in every unit of the company.

## **Operation Division Manager**

- Managing transport operation i.e. consignment planning, order management, vehicle scheduling, vehicle and equipment maintenance management to ensure customer service quality.

## **Transportation Section Manager**

- Managing and planning the delivery order.
- Managing and monitoring the truck and its shipment.
- Managing mistakes and emergencies during delivery.
- Taking care of and controlling truck drivers.

## **Maintenance Section Manager**

- Managing truck and equipments maintenance as well as infrastructure of the organization.

## **Inventory Section Manager**

- Managing procurement and inventory for equipment, spare parts and tools which support the delivery.
- Managing fuel consumption in delivery.

### **Administration Division Manager**

- Managing human resources and accounting tasks for work quality.

### **Human Resources Section Manager**

- Managing tasks concerning staff and recruitment.
- Managing staff training and development.

### **Accounting Section Manager**

- Managing accounting, finance and budget.

### **Marketing Division Manager**

- Managing marketing tasks and services.
- Responsible for public relations and communication with the customers.
- Responsible for customer needs and customer satisfaction.



## 6.1.2 Operations Policy



Prestige Transportation Co., Ltd. was established on 3<sup>rd</sup> September 1999. The headquarters and transport station are located at 67/8 Rangsit-Ongkarak Road, Tambon Klong See, Amphur Klong Luang, Pathum Thani Province. Mr. Dhamarak Yordyam is Managing Director and has 100 employees. Their business operates goods transportation by road all over Thailand with more than 40 trucks.

### **Organizational Policy**

Prestige Transportation Co., Ltd. aims to provide our customers with the best quality in freight transportation by:

- 1) Maintaining the quality and standards of the operation at all times.
- 2) Develop the skills and service mind of our staff.
- 3) Ensuring our drivers are road-ready and safety-conscious.

### **Mission Statement**

"Speedy transport with quality and customer service oriented"

## Example of Key Performance Indicators for Management

The company has established KPI in the following areas:

<b>Company's KPI</b>		
(1)	On-time delivery	≥ 95%
(2)	Delivery perfection	≥ 95%
(3)	Employee training	≥ 1 time/person/quarter
(4)	Average fuel consumption	≥ 4.5km./litre
(5)	Accident rates	= 0
(6)	Customer satisfaction	≥ 90%

## Safety Policy

- (1) Readiness and fatigue prevention the driver must have enough rest and are ready while working.
- (2) Drugs and alcohol, the driver must not drive while under the effect of alcohol, drugs, or other substance abuse including various drugs that will have a detrimental effect on your ability to drive
- (3) Seat belts All vehicles must have seat belts fitted with the driver's seat and every passenger's seat.
- (4) Passengers, the driver must not accept passengers during the operation. Unless authorized by the company
- (5) Load weight the truck's weight must be safe and not more than the weight specified by the vehicle manufacturer. Or weight as specified by law, if the weight limit is less than



- 
- (6) Respect for traffic regulations and traffic signs the driver must know. And strictly obey the traffic signs and traffic regulations Including places that are expected to travel from time to time
  - (7) Mobile phones and two-way communication devices Drivers are not allowed to use mobile phones while driving. Including the transmission of information by telephone
  - (8) Clear visibility of both the car and the driver Drivers must wear reflective shirts or clothing with reflective strips. When operating outside the car or in the area near the running car the driver must turn on the light during driving all the time, even during the day time. If the law allows

### **Specific Issue Policy (Alcohol and Drugs)**

Our company has a strong policy to eliminate and prevent drug usage inside our work place with cooperation from our employees and government officers. Alcohol levels in employees are checked before they start working and random urine checks are performed as well as observation of employees' behavior by colleagues. If it is discovered that an employee is involved in drugs, the company will investigate, give guidance, send them for treatment, and record it in the employee's personal information. We aim to be a drug-free company in accordance with the Government Policy.

### **Operations Policy**

- Manage transportation tasks according to strict standards.
- Develop human resources' potential and service quality.
- Improve operation quality continuously.

## 6.1.3 Information technology

Example of operation costing tool provided by the Department of Land Transport

The screenshot displays the TDSC website interface for operation costing. It features a header with the TDSC logo and navigation links. The main content area is divided into two sections:

**ต้นทุนการขนส่งสินค้า (Cost of Goods Transportation)**

- ราคาน้ำมัน (บาท/ลิตร) - Fuel Price (Baht/Liter)
- ราคาเที่ยว NGV (บาท/กก.) - NGV Trip Price (Baht/kg)
- จำนวนในการขนส่งสินค้าด้วยตนเอง - Number of self-transported goods

**สถิติการขนส่งสินค้าเข้าออกสถานีขนส่งสินค้า (Statistics of Goods Transportation In/Out of Goods Station)**

- สถิติการขนถ่ายสินค้ารายวัน - Daily goods handling statistics
- สถิติการขนถ่ายสินค้ารายเดือน - Monthly goods handling statistics

The second screenshot shows a detailed view of the 'ราคาน้ำมัน (บาท/ลิตร)' (Fuel Price) tool. It includes a search bar and a table of fuel prices for various stations and dates.

สถานี	อัตราคงที่ (%)	ราคาตามเดือน (บาท)	ราคา ปีนับ 20 บาท	ราคา ปีนับ 21 บาท	ราคา ปีนับ 22 บาท	ราคา ปีนับ 23 บาท	ราคา ปีนับ 24 บาท	ราคา ปีนับ 25 บาท	ราคา ปีนับ 26 บาท	ราคา ปีนับ 27 บาท	ราคา ปีนับ 28 บาท	ราคา ปีนับ 29 บาท	ราคา ปีนับ 30 บาท	ราคา ปีนับ 31 บาท	ราคา ปีนับ 32 บาท	ราคา ปีนับ 33 บาท	ราคา ปีนับ 34 บาท	ราคา ปีนับ 35 บาท
สน 10 ล้อ	5	500	8,794	8,945	9,097	9,248	9,400	9,551	9,703	9,854	10,006	10,157	10,309	10,460	10,612	10,763	10,915	11,067
สน 10 ล้อ	6	500	8,878	9,029	9,181	9,332	9,484	9,635	9,787	9,938	10,090	10,241	10,393	10,544	10,696	10,847	10,999	11,151
สน 10 ล้อ	7	500	8,962	9,113	9,265	9,416	9,568	9,719	9,871	10,022	10,174	10,325	10,477	10,628	10,780	10,931	11,083	11,235

At the bottom of the table, there is a 'Show 10' dropdown menu and a 'ดูเพิ่มเติม' (View More) button.



## 6.1.4 Guideline for Protecting and Reducing Impact to the Environment

Prestige Transportation Co., Ltd. has set an action plan for protecting and reducing the impact on the environment with the following pollution control measures:

- Set storage area for used batteries and tires to prevent the danger of chemical leakage.
- Set area for engine oil transfer. Prepare a container for used engine oil to prevent the danger of engine oil leaking into water sources which may pollute the water and soil surface. Supply a tank or cesspool to systematically keep used engine oil before the disposal process.
- Set an appropriate disposal system with the correct time period. The agency that takes care of this process has to get approval from the Government Organization.
- Assign the maintenance department to take responsibility for waste disposal from the transportation process.



**Table 6.1 Waste Disposal from Transportation Process (2017)**

Main activity	Time frame (fiscal year 2017)												Responsible department
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
<b>1. Used battery management</b> • disposal every 6 months or at 20 units						✓						✓	Maintenance department
<b>2. Used tire management</b> • disposal every 6 months or at 30 units pieces						✓						✓	Maintenance department
<b>3. Used engine oil management</b> • disposal every 4 months or at 200 liters				✓				✓				✓	Maintenance department



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## 6.1.5 Responsibility and Guarantee for Damage

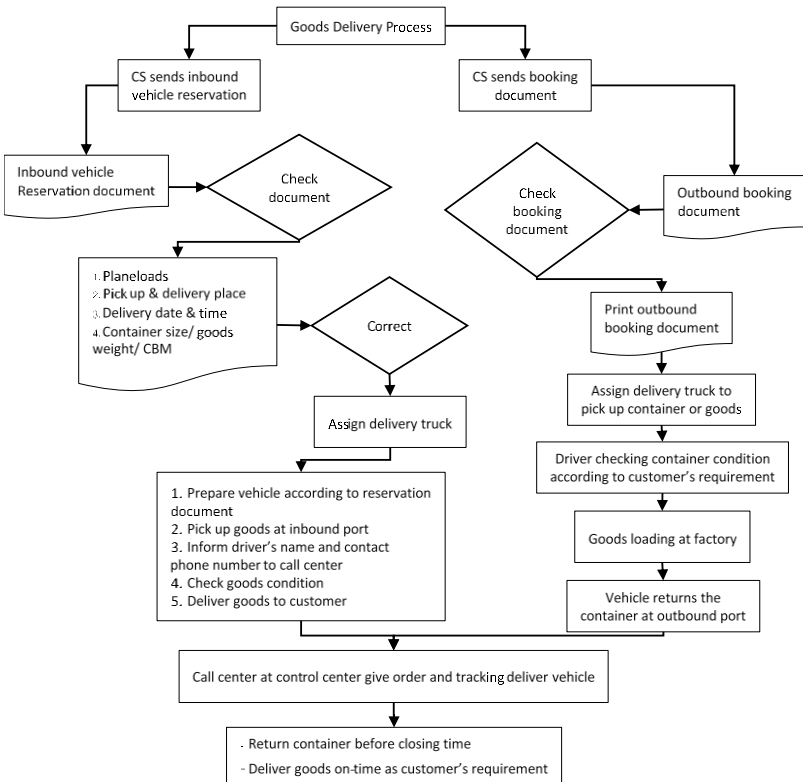
The company has set a policy to guarantee damage during transportation as follows

- Non-valuated products in case of loss or damage the company will compensate for damages Not more than 500 baht per product receipt in which the customer must bring the product receipt to claim within 30 days from the date of receiving the goods
- Flammable products such as thinner, alcohol, turpentine, not responsible for any leakage.
- Illegal products the company is not responsible at all.
- Do not guarantee products that are broken, glass, or plastic.
- In case of notifying product prices and purchasing additional freight insurance the company will indemnify the actual value of the product not exceeding the product warranty limit. In the event that the product is in a perfect condition before being sent, for example, the package is undamaged. No signs of wetting

## 6.2 Operation

### 6.2.1 Transport Operation Procedures

The company should set working procedures for its main transport operation activities and elaborate these procedures in a flowchart for employees to follow. The basic requirements of this standard are goods delivery and receiving process. The figure below illustrates the flowchart of goods delivery processes at Prestige Transportation Co, Ltd.





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## 6.2.2 Transport Operations Handbook

To make sure that the company will receive good levels of customer satisfaction, transport operation processes should be standardized and written down so that they can be communicated to all employees. The handbook will show guidelines for each job, regulations and primary problem-solving procedures. The company must provide the Transport Operation Handbook which may provide topics as follows:

### Driver's Guidelines

#### Getting started

- Task assignment
- Job briefing
- Route planning
- Pre-departure
- Vehicle check list
- Uniform

Receipt of goods and delivery procedures Driving rules

Troubleshooting Emergency cases

Accident response procedures

Working rules and regulations

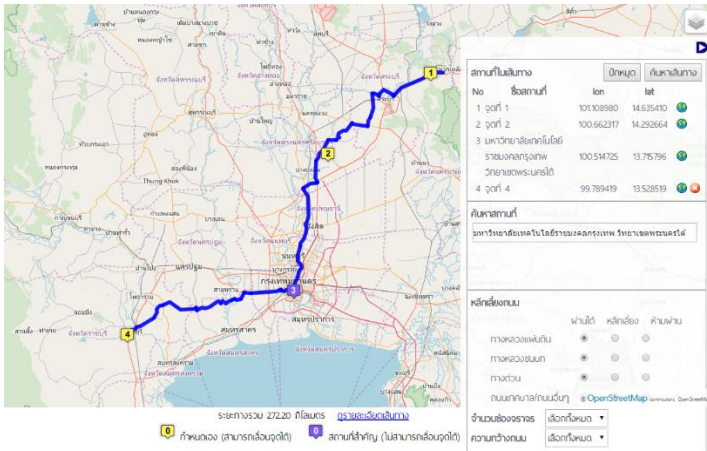
Work processes

Operations workflow

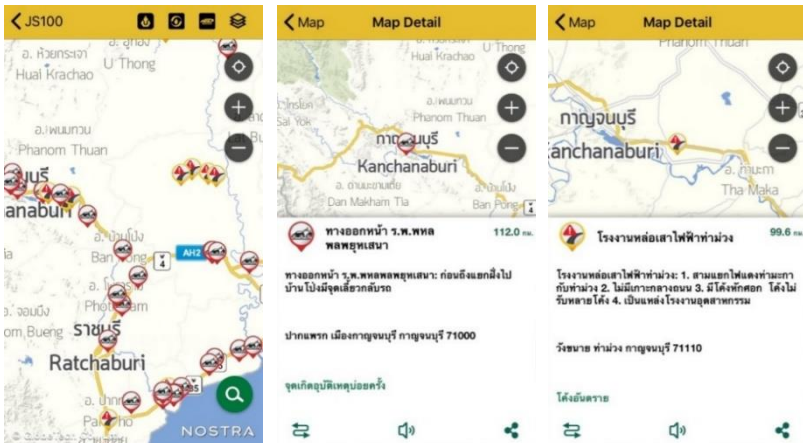
Transport operations

### 6.2.3 Route Planning

Example of using the route-finding system for trucks provided by Department of Land Transport (Trip Planner)



Example of Identification of Hazard Location





## 6.2.4 Delivery Operations Reports

### Daily Reports

Job Number	Date/Time of Assign	Quantity/Weight Kg	License Plate Number	Client	Goods Pick Up Place	Delivery Place	Date/Time Of Departure	Date/Time of Arrival	Time Hours	Standard / Below
RT00001	20 <sup>th</sup> Apr 2017	2,000	70-1111	Niyom sub	Bangpu Factory Samutpakan	Mahachai Samutsakorn	st 1 May 2017 08:00	st 1 May 2017 09:30	1.30	Standard
RT00002	10 <sup>th</sup> Apr 2017	1,000	70-1112	Jaidee	Bangkok	Saraburi	st 1 May 2017 08:00	st 1 May 2017 10:30	2.30	Standard
RT00003	26 <sup>th</sup> Apr 2017	3,000	70-1113	Mee-nngen	Bangkok	Nakorn-ratchasima	st 1 May 2017 07:00	st 1 May 2011 12:00	5.00	Standard
RT00004	30 <sup>th</sup> Apr 2017	2,500	70-1114	Ram ruay	Bangkok	Rayong	st 1 May 2017 08:00	st 1 May 2017 11:00	3.00	Standard
RT00005	24 <sup>th</sup> Apr 2017	1,300	70-1115	Kaidee	Bangkok	Saraburi	st 1 May 2017 07:00	st 1 May 2017 10:00	2.00	Standard
RT00006	28 <sup>th</sup> Apr 2017	2,500	70-1116	Chok larp	Bangpu Factory Samutpakan	Nonthaburi	st 1 May 2017 08:00	st 1 May 2017 10:00	2.00	Standard
<b>Total</b>		<b>12,300</b>								

### Monthly Reports

License Plate Number	Quantity	Distances (km.)	Fuel (litre)	Fuel Consumption (km./litre)
70-1111	60,000	4,000	11,000	2.75
70-1112	25,000	5,000	14,500	2.90
70-1113	80,000	5,300	13,500	2.55
70-1114	46,000	4,500	14,500	3.22
70-1115	24,700	6,700	21,000	3.13
70-1116	74,000	4,300	13,100	3.05
<b>Total</b>	<b>309,700</b>	<b>29,800</b>	<b>87,600</b>	<b>Average rate: 2.93 km./litre</b>

## Sales Report in 1st Quarter of 2017

Customer	Jan2017		Feb2017		Mar2017		Total Quarter	
	Quantity	Sales (Baht)	Quantity	Amount of Money (Baht)	Quantity	Sales (Baht)	Quantity	Amount of Money (Baht)
Niyomsub	57,000	1,710,000	52,000	1,560,000	64,000	1,920,000	173,000	5,190,000
Jaidee	24,000	720,000	20,000	600,000	23,000	690,000	67,000	2,010,000
Mee-ngen	80,500	2,415,000	81,000	2,430,000	82,000	2,460,000	243,500	7,305,000
Ramruay	44,000	1,320,000	46,000	1,380,000	40,000	1,200,000	130,000	3,900,000
Kaidee	23,500	705,000	24,700	741,000	23,000	690,000	71,200	2,136,000
Choklarp	74,000	2,220,000	72,000	2,160,000	71,000	2,130,000	217,000	6,510,000
<b>Total</b>	<b>303,000</b>	<b>9,090,000</b>	<b>295,700</b>	<b>8,871,000</b>	<b>303,000</b>	<b>9,090,000</b>	<b>901,700</b>	<b>27,051,000</b>

### 6.2.5 Performance analysis

The company has established KPI in the following areas:

- 1) Customer satisfaction; indicated by questionnaires and phone inquiries.
- 2) On-time delivery; as a percentage of deliveries made within agreed time.
- 3) Employee mentoring and coaching; indicated by the number of trainees.
- 4) Safety awareness; indicated by the number of incidents each month.
- 5) Working records; indicated by employee's attendance report not exceeding the limit.



## Key Performance Indicator

Transport Operation Department, Prestige Transportation Co., Ltd.

Month .....

No.	Name of Plan	Overall				Note
		KPI GOAL		Actual		
		Point	Percent	Point	Percent	
1	Customer satisfaction (ECR)	80	95%			
2	Punctual goods delivery					
	2.1 Just in time	1000	100%			
	2.2 Returning container before closing time	500	100%			
3	Employee mentoring and coaching	10	75%			
4	Safety awareness projects					
	4.1 Fire	0	100%			
	4.2 Theft	0	100%			
	4.3 Accident	0	100%			
5	Working records					
	5.1 Late	> 1.50%	0.50%			
	5.2 Leave		1.00%			
	5.3 Absence		0.00%			
<b>TOTAL</b>						

### Company's KPI

- |                               |   |                       |
|-------------------------------|---|-----------------------|
| (7) On-time delivery          | ≥ | 95%                   |
| (8) Delivery perfection       | ≥ | 95%                   |
| (9) Employee training         | ≥ | 1 time/person/quarter |
| (10) Average fuel consumption | ≥ | 4.5km./litre          |
| (11) Accident rates           | = | 0                     |
| (12) Customer satisfaction    | ≥ | 90%                   |

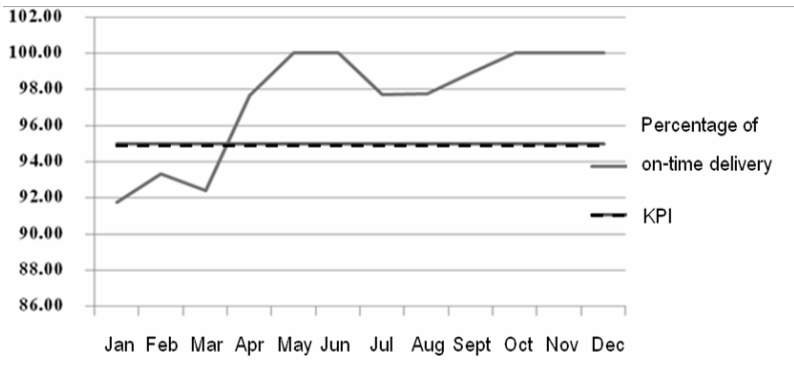


### On-time Goods Delivery KPI

Results for goods delivery between January and December, 2017 by Prestige Transportation Co., Ltd.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Total delivery	85	90	92	85	85	87	90	88	90	90	90	90	1062
On-time delivery	78	84	85	83	85	87	85	86	89	90	90	90	1032
Percentage	91.76	93.33	92.39	97.65	100	100	97.70	97.73	98.89	100	100	100	97.18

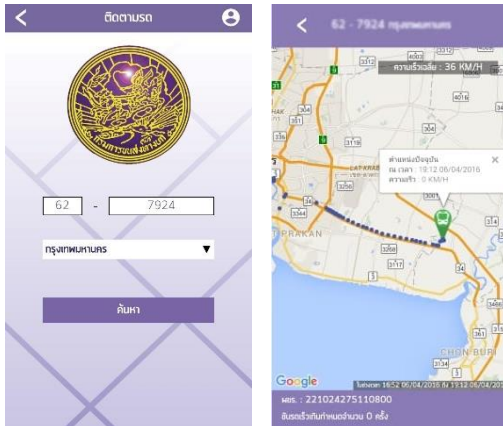
Working results presented in graph:



The company aims at 95% on-time delivery. As the delivery report in the above graph shows, the delivery in the first quarter did not achieve our goal; therefore, we adjusted the delivery schedule and routes which helped lift the results over the goal. We were able to deliver 100 percent of goods on-time in the last quarter of the year.



## 6.2.6 DLT GPS application for speed management



## 6.2.7 Emergency Management

The company has prepared procedures for when an accident takes place as guidelines for the drivers to solve the problem. If the driver has an accident while on duty and is still in a condition to work, the driver should follow these steps:

- When an accident takes place, the driver should immediately report to their supervisor.
- The driver should have the details to report as follows:
  - License plate number of accident vehicle
  - Date and time
  - Fatalities, injuries, and/or damages
  - Location of the accident

- After reporting the accident to the supervisor, the driver should wait in the accident area to take care of any property in the vehicle, goods or others.
- Try to prevent other accidents with the passing vehicles by using a light signal at night or use a red cloth placed on the road in front of the vehicle and behind to be noticed easily.
- In case there are any injured persons, the driver should promptly help. If the driver doesn't know first aid methods, they should not try to move any injured person, but immediately contact a doctor.
- Participate in alcohol and drug checking arranged by the company.
- Accident should be recorded in the vehicle accident report form as soon as possible after an accident.

### **Example of Emergency Contact Notice in the Truck:**

#### Important telephone numbers in case of accident

Prestige Transportation Co., Ltd.	0-2271-8490
Coordinating Officer	0-2271-8888
Mr. Transport manager	0-2272-5369 Ext. 4705, 4706
Mr. Supervisor	08-3583-6532

#### Telephone numbers of the related authorities

Highway Police	199
Traffic Division	197
Emergency	191
Fire Police	199
Vehicle Key lost	0-2275-4343
Emergency Center for Helping Injuries	0-2246-0052
Emergency and Disaster Relief Coordination Center	0-2241-7450-9



## 6.2.8 Accident Record

Every time that an accident takes place, the company will record details of the accident, such as date, time, place, damages value, etc. All information will be summarized to allow further investigation.

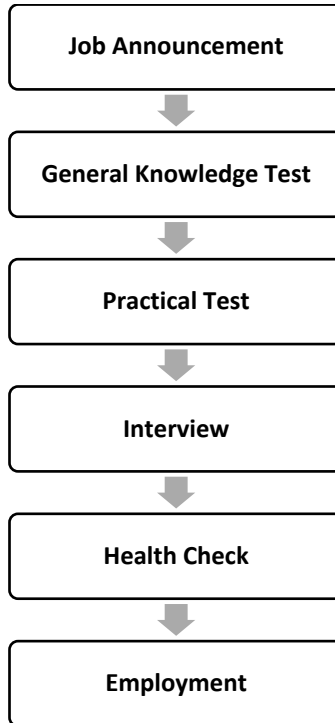
<b>Accident Report Document</b>	Document no.: 0003/10
	No.: 77-7777
Driver's name: Mr. Teeradach Kerdmadee Date of accident: 17 <sup>th</sup> December 2017 Vehicle make/model: HINO License plate No. 77-7777	Date: 18 <sup>th</sup> December 2017 Department: Delivery Department Time: 14:30. Accident location: Warehouse of Thai Rungrueng Co., Ltd
The accident was reported to insurance company named..... <b>Cause of the accident</b> <input checked="" type="checkbox"/> Driver himself without litigant <input type="checkbox"/> Driver himself with litigant <input checked="" type="checkbox"/> Litigant	
<b>Details of the accident and damages</b> While parked in the warehouse of the customer and waiting for unloading of the goods, the vehicle rolled by itself and hit the fence. The company's vehicle was damaged, the front bumper was dented, and the left headlight was broken.	
<b>On spot problem solving;</b> 1. Called the supervisor to report details of the accident. The supervisor advised to wait for inspection by insurance company. 2. .... 3. ....	
This part is for the officer (the driver does not have to complete)	
<b>Accident Conclusion</b> Prevention <input checked="" type="checkbox"/> Able to do <input type="checkbox"/> Unable to do	
<b>Problem solving/ Prevention</b> 1. The driver parked the vehicle in a place that is not a specified place to park. The place is sloped which caused the vehicle to roll; therefore, the driver should use the hand brake and wedges to stop the wheels every time when parking. 2. Assign the supervisor to remind all drivers to be careful when parking during the morning talk every Monday morning. 3. ....	

<b>Signature</b> ..... <b>(Mr. Teeradech Kerdmadee)</b> <b>Driver</b> ...18.../..12.../...17.....	
<b>Signature</b> ..... <b>(...Mr. Parkpian Rakkarnngarn...)</b> <b>Supervisor</b> ...20.../.....12.../...17...	<b>Signature</b> ..... <b>(...Ms. Rakdee Meesakul...)</b> <b>Division Manager</b> ...21.../.....12.../....17...



## 6.3 Drivers and Staff

### 6.3.1 Recruitment Procedures



### Recruitment Regulations

General staff qualifications

1. Age of at least 18 years at the date of hiring.
2. Healthy, physically and mentally capable of the job.
3. Clear criminal record.

4. Not fired from a job due to incompetence.
5. Male applicants should have already been conscripted for army service or have an exemption from military service.
6. Not insolvent or bankrupt.

#### Specific Qualifications for Accounting Officer

1. Bachelor's Degree in Accounting.
2. Good computer literacy.
3. Good command of English will be an advantage.
4. At least 2 years working experience in Accounting.

#### Specific Qualifications for Vehicle Maintenance

1. Graduated with at least with a Vocational Certificate or High Vocational Certificate in vehicle mechanics or machinery.
2. At least 3 years working experience in vehicle maintenance.

#### Specific Qualifications for Driver

1. At least 2 years of truck driving experience.
2. Possessed driving license to drive vehicle type 3 or 4.



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## 6.3.2 Employee Regulations

The employee regulations should cover the topics belows;

**Section 1 :** General Regulations

**Section 2 :** Working regulations and employment conditions

- Working regulations
- Probation
- Changing Job Function and Transferral
- Remuneration and Increments

**Section 3 :** Working days and Working Hours

- Working Days and Working Hours
- Working records

**Section 4 :** Holidays and Days Off

**Section 5 :** Regulations for Working Overtime, Working on Holidays and Payment Regulations

**Section 6 :** Date and place of remuneration, overtime and holiday payment

Date and place of remuneration

**Section 7 :** Leave types, regulations and payment on leave days

**Section 8 :** Discipline and Disciplinary action.

- Employee Punishment and Authorized Persons for Disciplinary Action.
- Serious disciplinary actions
- Job suspension during investigation.



## **Working hours, holidays and employee leave.**

The company has two types of working hours for regular employees and drivers as follows:

1. Regular employees have 1 weekly holiday on Sunday and have leave on official holidays or the holidays which the company has announced before the end of the year. Working hours each day are 09.00 – 12.00 and 13.00 – 18.00. Employees may take leave according to their annual leave entitlements.
2. Drivers will not work longer than 8 – 10 hours per day and the company has to arrange 1 holiday per week. Drivers can drive transport vehicles not longer than 4 hours consecutively counting from the start of working time and have to take a break at least half an hour before continuing to drive not longer than 4 hours. Drivers have the right to take annual leave according to the law of the Ministry of Labour but if they want to work overtime, the company will consider the capability of individual drivers as to whether they are able to do it or not and will consider additional wages as well.



**Holidays for 2017**  
**Prestige Transportation Co., Ltd.**

Sunday	1 <sup>st</sup> January	New Year
Monday	2 <sup>nd</sup> January	Substitution for New Year
Tuesday	3 <sup>rd</sup> January	Substitution for New Year
Saturday	11 <sup>th</sup> February	MakhaBuchaDay
Monday	13 <sup>th</sup> February	Substitution for MakhaBuchaDay
Thursday	6 <sup>th</sup> April	Chakri Memorial Day
Thursday	13 <sup>th</sup> April	Songkran Day
Friday	14 <sup>th</sup> April	Songkran Day
Saturday	15 <sup>th</sup> April	Songkran Day
Monday	17 <sup>th</sup> April	Substitution for Songkran Day
Monday	1 <sup>st</sup> May	Labour Day
Wednesday	10 <sup>th</sup> May	WisakhaBuchaDay
Friday	12 <sup>th</sup> May	Coronation Day Royal Ploughing Ceremony
Saturday	8 <sup>th</sup> July	AsanhaBucha Day
Sunday	9 <sup>th</sup> July	KhaoPhansa Day
Monday	10 <sup>th</sup> July	Substitution for AsanhaBucha Day
Friday	28 <sup>th</sup> July	HM the King's Birthday
Saturday	12 <sup>th</sup> August	HM the Queen's Birthday
Monday	14 <sup>th</sup> August	Substitution for HM the Queen's Birthday
Friday	13 <sup>th</sup> October	The death day of King Rama 9
Monday	23 <sup>th</sup> October	Chulalongkorn Day
Tuesday	5 <sup>th</sup> December	HM the King's Birthday
Sunday	10 <sup>th</sup> December	Constitution Day
Monday	11 <sup>th</sup> December	Substitution for Constitution Day
Sunday	31 <sup>st</sup> December	New Year's Eve

### 6.3.3 Training, skills and experience of employees.

#### Training Plan

Activity	Due Date	Quarter				Remarks
		1	2	3	4	
Customer Service	31 <sup>st</sup> Mar 17	✓				Training from outside agencies/Staff for Delivery Department
Company Regulations	30 <sup>th</sup> Apr 17	✓				In-house Training/Driver and Goods Delivery staff
Teamwork	15 <sup>th</sup> May 17		✓			Training from outside agencies/Staff from all departments
Introductory NGV truck driving	30 <sup>th</sup> May 17		✓			Training from outside agencies for Vehicles and Delivery Department
Goods sorting, receiving/ sending and damage checking	15 <sup>th</sup> Jul 17			✓		In-house Training/Driver and Goods Delivery staff
Introductory Insurance Procedures	30 <sup>th</sup> Jul 17			✓		Training from outside agencies/Driver and Goods Delivery staff
Vehicle checking to prevent emergencies	31 <sup>st</sup> Nov 17				✓	In-house Training/Driver
Annual health check	31 <sup>st</sup> Dec 17				✓	Health checking by hospital/Staff from all departments



## Example of Training for Vehicle Checking and Basic Vehicle Maintenance.

The company has set the training program for the driver to check the vehicle's condition and basic vehicle maintenance. The driver will be asked to review their recall every month. The examples for training content are:

- Checking tire pressure
- Checking engine oil and distilled water Cleaning air filter
- Changing various kinds of light bulbs
- Checking wiper blades and refilling window cleaner Noticing engine sounds to find defect
- Checking battery
- Checking ribbon-cellular of the radiator Cleaning hot coil of the air conditioner Etc.

### Training Schedule: Vehicle and Delivery Department for Year 2017

Program/Subject	Period	Type of Training		Q1	Q2	Q3	Q4	Place	Remarks
		Inhouse	External						
Traffic regulations and routes	Every 6 months	✓			✓		✓	Company	
Safe delivery and terms of delivery	Every 3 months	✓		✓	✓	✓	✓	Company	
Using cart correctly and safely	Every 3 months	✓		✓	✓	✓	✓	Company	
Checking vehicle condition, using and maintaining vehicle with the correct method	Every 3 months	✓		✓	✓	✓	✓	Company	
Techniques for driving safely and economically	Every 6 months	✓		✓		✓		Company	

### Example of Training for safe and energy-efficient driving

The company has regularly arranged training on how to drive the truck, including prohibitions and precautions for the driver of the company.

#### Employee Training Schedule Year 2017

##### Vehicle and Delivery Department

**Target : To reduce accidents and reduce energy consumption**

Activities	Training Schedule	Activity Status				Remarks
		Target	Time-frame	On Process	Done	
Traffic Regulations and Routes Training	Jan17– Mar17	Driver	1 Day			In-house Training
ECO Driving Training	Mar17– Jun17	Driver	3 Days			Invite an expert as a lecturer
Basic Knowledge for using NGV	Jun17–Aug17	Driver	2 Days			Outside Training
Communication System, Checking Safety of Vehicle Protection System and Emergency practice Training.	Jan17– Sep17	Driver	1 Day			In-house Training
Safe Delivery Training	Feb 17–Sep17	Driver	1 Day			In-house Training

### 6.3.4 Promoting career pride

Examples of activities to enhance the pride of careers such as

- Providing driver and family welfare
- Rewarding drivers who drive without accidents
- Providing annual bonuses for well-behaved employees and without customer complaints.



- Participation in professional driving skills competitions.
- Promotion to be a senior driver to take care and train new driver etc.

### 6.3.5 Driver History and Driver list

#### Sample of individual driver history

- Employee history keeping by recording the information on the company form

#### Example of driver lists

##### Prestige Transportation Co., Ltd.

##### Summary of driver lists for the year 2017

No.	Driver Name	License Plate Number	Car Type
1	Mr. A	70-3422	6 wheels
2	Mr. B	70-5342	6 wheels
3	Mr. C	70-1443	6 wheels
4	Mr. D	70-3245	6 wheels
5	Mr. E	70-5324	6 wheels

Signature..... Signature.....

(Mr. Parkpian Rakkarnngarn)  
Recorder

20/12/2017

(Ms. Rakdee Meesakul)  
Manager Director

21/12/2017

### 6.3.6 Health Checking Report and Schedule

All drivers of the company have to attend annual health checks which will look for any disease that could obstruct truck driving for the safety of the driver, the public and the company's assets. If such a disease is found, the company will move that driver to do other tasks in the company as appropriate.

#### Health Check Report of Prestige Transportation Co., Ltd. Year 2017

No.	Detailed examination	No. of Attendance	Normal	Abnormal	Abnormal%
1	Physical Examination by Doctor	80	66	14	17.5
2	Chest X-Ray	80	77	3	3.8
3	Complete blood count	80	80	0	0.0
4	Urinalysis	80	67	13	16.3
5	Kidney Function Performance (BUN)	80	80	0	0.0
6	Liver Function Performance (SGOT)	80	80	0	0.0
7	Detecting drugs in urine (Amphetamine)	7	7	0	0.0

#### Pictures show the example of Annual Medical Check-up





### 6.3.7 Driver Working Hours

The Company uses a working hour monitoring system. By using the information from the GPS tracking system and the device to record the driver's license, drivers must swipe the card every time When operating a car to ensure that all drivers do not drive continuously for more than 4 hours and have a break as required by law.

**Pictures show the example of Driver Working Hours**



វគ្គបណ្តុះបណ្តាល ថ្ងៃទី ១ ខែ ៧ ឆ្នាំ ២០២០

ល.រ	ឈ្មោះ	កាលបរិច្ឆេទចេញ	កាលបរិច្ឆេទបញ្ចប់	ម៉ោងចាប់ផ្តើម (ឆ្នាំ)	ម៉ោងបញ្ចប់ (ឆ្នាំ)	ម៉ោងបញ្ចប់ ៤ ម៉ោង (ឆ្នាំ)	ម៉ោងបញ្ចប់ ០.៥ ម៉ោង (ឆ្នាំ)	ម៉ោង រួម (ឆ្នាំ)	កម្រិតប្រាក់	ស្ថានភាព
1	អ្នកប្រឹក្សា	08/02/2020 08/22/20	08/02/2020 08/22/20	01:40:00	-	-	-	11:04:08 100.09541	10-0000001	ប្រើប្រាស់ អ្នកប្រឹក្សា
2	អ្នកប្រឹក្សា	08/02/2020 08/02/20	08/02/2020 08/30/20	00:45:00	-	-	-	11:52:11 100.30931	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
3	អ្នកប្រឹក្សា	08/02/2020 08/11/20	08/02/2020 08/14/20	00:43:00	-	-	-	11:42:30 100.04500	10-0000033	ប្រើប្រាស់ អ្នកប្រឹក្សា
4	អ្នកប្រឹក្សា	08/02/2020 09/25/20	08/02/2020 10/29/20	00:54:00	-	00:07:00	-	11:40:40 100.09976	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
5	អ្នកប្រឹក្សា	08/02/2020 10/12/20	08/02/2020 10/12/20	00:48:00	-	00:53:00	-	11:40:50 100.07649	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
6	អ្នកប្រឹក្សា	08/02/2020 11/12/20	08/02/2020 10/05/20	-	04:41:00	-	-	11:40:50 100.07649	10-0000018	ប្រើប្រាស់ អ្នកប្រឹក្សា
7	អ្នកប្រឹក្សា	08/02/2020 10/12/20	08/02/2020 10/05/20	00:38:00	-	-	-	11:79:07 100.04261	10-0000018	ប្រើប្រាស់ អ្នកប្រឹក្សា
8	អ្នកប្រឹក្សា	08/02/2020 11/20/20	08/02/2020 11/14/20	00:30:00	-	-	-	11:54:53 100.36218	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
9	អ្នកប្រឹក្សា	08/02/2020 10/20/20	08/02/2020 10/10/20	00:27:00	-	-	-	11:42:52 100.09984	0-0000001	ប្រើប្រាស់ អ្នកប្រឹក្សា
10	អ្នកប្រឹក្សា	08/02/2020 11/18/20	08/02/2020 10/22/20	00:49:00	-	-	-	11:40:28 100.04210	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
11	អ្នកប្រឹក្សា	08/02/2020 10/30/20	08/02/2020 10/05/20	00:38:00	-	-	-	11:69:31 100.38710	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
12	អ្នកប្រឹក្សា	08/02/2020 11/17/20	08/02/2020 10/16/20	-	03:49:49	-	-	11:69:31 100.38710	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
13	ឧបនាយក	08/02/2020 10/17/20	08/02/2020 10/16/20	00:39:01	-	-	-	7:08:28 100.30815	10-0000015	ប្រើប្រាស់ ឧបនាយក
14	អ្នកប្រឹក្សា	08/02/2020 11/11/20	08/02/2020 11/08/20	00:37:00	-	-	-	11:68:01 100.01156	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា
15	អ្នកប្រឹក្សា	08/02/2020 11/02/20	08/02/2020 10/42/20	00:40:00	-	-	-	11:50:26 100.30971	10-0000015	ប្រើប្រាស់ អ្នកប្រឹក្សា



### 6.3.8 Alcohol and Drug Check

#### Alcohol Testing Plan (Random)

Program	Checking Method	Frequency	Checking Amount
Alcohol Testing	Randomly checking alcohol level without prior notice. The alcohol level must be 0.	Weekly	100% of total drivers

#### Alcohol Checking Plan (100 %)

Program	Checking Method	Frequency	Checking Amount
Alcohol Checking	Checking alcohol level. The alcohol level must be 0.	Every delivery trip	100%

#### Example of Alcohol Checking on Date

No.	Name	Test Result		Signature of Employee	Signature of Examiner
		Detected	Undetected		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					



## Action Plan for Drug Testing

Program	Checking Method	Frequency	Checking Amount
Drug Testing	Randomly checking drug usage without prior notice.	Monthly	50% of total drivers

### Pictures show the example of Alcohol Checking



## 6.4 Vehicles

### 6.4.1 Fuel consumption report

The company requires that the fuel usage statistics must be recorded after each delivery in order to analyze the fuel cost and find the way to reduce costs as well as analyzing for the fuel usage efficiency of each vehicle. The fuel consumption rate suggested by the company was not less than 3 km. per litre. If fuel consumption rate of a vehicle is lower than mentioned, the procedure to find the cause and a solution must be found.

#### Prestige Transportation Co., Ltd.

#### Fuel consumption Report

From 1st January 2017 to 31st January 2017

No.	Driver's Name	License Plate Number	Vehicle Type	No. of Trip	Distance (km)	Fuel Consumption (km/L)	Fuel Cost (Baht)	Average (km/L)
1	Mr. Lek Pratubjai	70- 3422	6Wheels	13	12,799	2,505.22	66,313.14	5.11
2	Mr. Song Samart	70 -5342	6Wheels	15	752	146.15	3,868.60	5.15
3	Mr. Poon Pruticha	70-1443	6Wheels	10	831	145.14	3,841.92	5.73
4	Mr. Saman Thapra	70-3245	6Wheels	18	5,523	1,120.53	29,660.33	4.93
5	Mr. Sutep Kornkij	70-5324	6Wheels		8,560	1,695.87	44,889.68	5.05
<b>Total</b>				<b>76</b>	<b>28,465</b>	<b>5,123.23</b>	<b>148,573.67</b>	<b>5.19</b>

\*\*Remark

Average fuel cost of January 2017 was 26.47 Baht/litre

Fuel consumption standard rate of 6 Wheel Truck was 6 km./litre



## 6.4.2 Vehicle Maintenance History.

The company has determined that each vehicle must have a detailed profile including maintenance history and accidents. The data must be systematically recorded in order to be retrieved easily, especially when an accident happens, so the cause will be accurately determined.

### Daily Parts Checking Table for Driver before use.

Checking Date 20th May 2017

License Plate Number 70-1113

Driver Mr. Rak Yuenyao Current Mileage Number 4,500 km.

Vehicle Body	Normal	Scratch	Broken	Remark	Engine	Normal	Abnormal	Broken	Remark
Spoiler	✓				Starting system	✓			
Bumpers	✓				Engine indication	✓			
Doors	✓				Air system	✓			
Mudguards	✓				Brake system	✓			
Dust covers	✓				Steering system	✓			
Headlights	✓				Wheel lifting system	✓			
Turn signal lights	✓				Air conditioner system	✓			
Tail lights	✓				<b>Liquid level</b>	<b>Normal</b>	<b>Low</b>	<b>Remark</b>	
Ladder	✓				Distilled water	✓			
Windshield	✓				Coolant water	✓			
Rearview mirror	✓				Windshield cleaning water	✓			
Side mirrors	✓				Engine oil	✓			
Tires	✓				Gasoline	✓			
Spare wheel	✓				<b>Gauge</b>	<b>Normal</b>	<b>Broken</b>	<b>Remark</b>	
Air hose	✓				Heat gauge	✓			
Circle plate license	✓				Oil level gauge	✓			
License plate	✓				Oil pressure gauge	✓			

Electric System	Normal	Abnormal	Broken	Remark	Safety	Normal	Broken	Remark
Horn	✓				Seats	✓		
Headlights	✓				Safely belts	✓		
Tail lights	✓				Fire extinguisher	✓		
Turn signal lights	✓							
<b>GENSET</b>								
<b>Hours Number 5800.40</b>								
Check List	Normal	Abnormal	Broken	Remark				
Diesel fuel	✓							
Engine oil	✓							
Coolant water	✓							
Electric system	✓							
GENSET plug	✓							

Comments of the technician

[ ✓ ] Allowed to operate

[ ] Park for repair immediately

Repair was done on date 22nd May 2017      Time 15.00

Technician's Name Mr. Jaidee Sabuy

Receiver's Name Mr. Porjai Sukjing



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### 6.4.3 Vehicle Maintenance Plan

The company has set the vehicle maintenance plan so that vehicles can be used without problems while working and save fuel as well as the spare parts. The maintenance plan that was set between the truck distributor and the company's Maintenance Department is separated into 2 types, in normal case and in emergency case.

#### Preventive Vehicle Maintenance Plan

Distance (km.)	Procedure
15,000	Inspect 14 parts (Takes no longer than 1 hour)
30,000 – 60,000	Replace the engine oil and inspect 28 parts (Takes no longer than 2 hours)
90,000	Replace the engine oil and inspect 32 parts. (Takes no longer than 4 hours)
180,000	Replace the engine oil and inspect 37 parts. (Takes no longer than 8 hours)

### Example of Maintenance planner form

Vehicle Registration Number	Vehicle Make and Type	Week No:	JANUARY					FEBRUARY					MARCH					APRIL			
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	

Vehicle Registration Number	Vehicle Make and Type	Week No:	MAY					JUNE					JULY					AUGUST					
			19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36			

Vehicle Registration Number	Vehicle Make and Type	Week No:	SEPTEMBER					OCTOBER					NOVEMBER					DECEMBER		
			37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	

- S** = Safety Inspection
- I** = Intermediate Inspection
- M** = Major Service & Inspection
- A** = Annual Test Preparation (Including Major Service & Inspection)
- O** = Vehicle Excise Duty Renewal
- X** = Work Completed

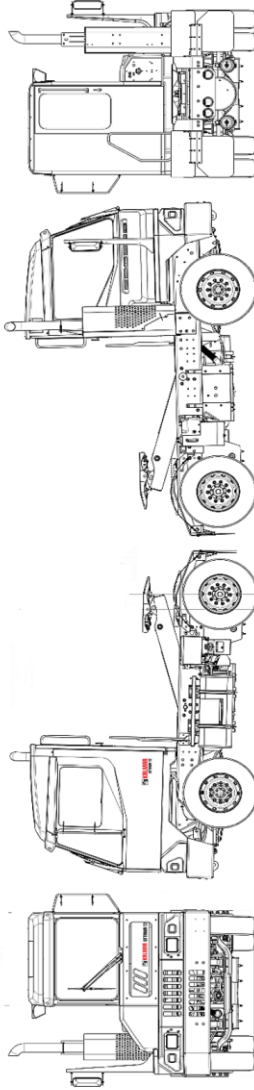


# Example of Daily Inspection Form

TRUCK # \_\_\_\_\_ DRIVER NAME \_\_\_\_\_ DATE \_\_\_\_\_

PERFORM THE FOLLOWING		COMPLETE	COMPLETE	COMPLETE
CHECK FUEL LEVEL	CHECK ENGINE COOLANT LEVEL			CHECK HYDRAULIC TANK OIL LEVEL
CHECK ENGINE OIL LEVEL	DRAIN WATER FROM AIR TANKS			CHECK DIESEL EXHAUST FLUID LEVEL <i>(IF APPLICABLE)</i>
CHECK AIR INTAKE DUCTS	CHECK TRANSMISSION FLUID LEVEL			

CHECK THE FOLLOWING ITEMS AND INDICATE IF "OK" OR "REPAIR NEEDED". CIRCLE LOCATION ON DRAWINGS IF NECESSARY. DESCRIBE PROBLEMS IN REMARKS AREA AT BOTTOM OF PAGE.		REPAIR NEEDED	OK	REPAIR NEEDED	OK	REPAIR NEEDED
STEPS / HANDLES / PLATFORMS	STEERING					BACKUP LIGHTS
STARTER	THROTTLE					BRAKE LIGHTS
NEUTRAL START	BOOM OPERATION					FLOOD LIGHT(S)
BACKUP ALARM	5 <sup>th</sup> WHEEL RELEASE					STROBE LIGHT
HEATER / DEFROSTER / AC	SERVICE BRAKES					MARKER LIGHTS <i>(IF APPLICABLE)</i>
MIRRORS	PARK BRAKE					CAB SUSPENSION / LATCH
DOORS	HORN(S)					FLUID LEAKS
WINDOWS	TRAILER AIR LINES					MUD FLAPS / FENDERS
WIPERS	TRAILER LIGHT CORD					TIRES
SEAT	HEAD LIGHTS					DAMAGE
SEAT BELT	SIGNAL LIGHTS					





### 6.4.4 Vehicle Maintenance History

The company has prepared a detailed history of each vehicle's repairs. That has historical data Maintenance and repair by storing data in a systematic manner so that it can be conveniently searched Examples of car histories are shown below.

#### Example of Vehicle Maintenance History

License Plate Number 70-1114

Make /Model VOLVO

Purchased on Date 1st Mar 2016.

Important Details

.....10-wheel Truck with a cap on the back.....

Day/Month/Year	Maintenance items	Recorded by	Remarks
20 <sup>th</sup> Sept 2017	Change battery	Mr. Aodton Jingjai	
20 <sup>th</sup> Mar 2017	Change tire	Mr. Aodton Jingjai	
20 <sup>th</sup> May 2017	Change battery	Mr. Aodton Jingjai	



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## 6.5 Customers

### 6.5.1 Customer Database

The company has a detailed customer database which includes name, address, type of business, service frequency, factory and head office address, company rules and regulations, billing and check procedures, telephone numbers, both office hours and hot line, and contact person to use as a guideline for ease, quickness and accuracy when contacting customers.

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**Example of Customer History**

---

<b>Number</b>	1
Name	A Co., Ltd.
Address	1032 Jompol District, Jattuchak Subdistrict, Bangkok10900
Telephone	0-2271-8490
Fax	0-2271-8490
Product Type	Consumer products
Vehicle Type	6-wheel truck or 10-wheel truck
Contact Person	Mr. Khonsong Plodpai
Contact Number	089-262-1162
Email	golf_wanput@hotmail.com
Remarks	-

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<b>Number</b>	2
Name	B Co., Ltd.
Address	11/2 Tambon Tungbenja, Amphur Muang, Chanthaburi
Telephone	034-333-1111
Fax	034-333-1112
Product Type	Fruits
Vehicle Type	Container truck
Contact Person	Mr. Saard Ruadrew
Contact Number	089-262-1163
Email	goft_Thursday@hotmail.com
Remarks	The goods are fragile. Be careful in packing and delivery.

---

## 6.5.2 Services Database

### Example of Questionnaire for Customer Satisfaction

#### **Section 1 Customer Information**

Name/Company.....

Address.....

Contact Number.....

Product Delivery.....

#### **Section 2 Customer Satisfaction**

(Please place a mark ✓ in the box that describes your opinion for each item)

Satisfaction Points	Most (5)	Many (4)	Moderate (3)	Less (2)	Least (1)	Never found in service
<b>1. Service Provision</b>						
1.1 Courteous service						
1.2 Give advice and answer questions clearly.						
1.3 Quick and convenient service.						
1.4 Attentive, enthusiastic and willing to give service.						
1.5 Politely and friendly.						
<b>2. Processing</b>						
2.1 Orderly service						
2.2 Suitable service timing.						
2.3 Clear, easy to understand service processes.						
<b>3. Overall satisfaction</b>						

#### **Suggestions**

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.....

.....