



Hyster FleetSmart Survey Information

Survey Overview:

The fleet survey is the first step of a FleetSmart Professional Fleet Assessment process that can help reduce the customers overall material handling costs associated with their fleet of lift trucks. Therefore the data collected is of vital importance to the outcome of a successful analysis. It is also an excellent process for the Hyster dealer to learn as much as possible about the customers business needs.

Survey Example 1:

If the servicing Hyster dealer is already familiar with the customer's fleet and facility, the survey process might be as simple as the Hyster dealer providing Hyster Fleet Services data they have already collected over a period of time. The required information will be listed below*.

Survey Example 2:

If the local Hyster dealer has never had the opportunity to do business with the local facility, then the survey process will be a little more detailed. The survey can be conducted all at one time or with a couple of visits from the Hyster dealer which ever works best for the customer.

The initial information gathered should be the data needed to perform the analysis for Hyster Fleet Services detailed below*.

The second part of data needed in this scenario would be to gather information on the fleet as far as specifications, application and any other cost saving material handling solutions the Hyster Dealer can identify.

The survey should start out with a meeting with the Hyster dealer survey team and local facility people involved in the fleet management process. The dealer may bring in one or more teams to complete the survey depending on the size of the fleet. They usually work in teams of two, one will write the data on the survey sheet and the other person will gather data from the truck. It is advisable to have at least one local facility person per team as a guide during the survey.

It would be helpful to have a listing from the facility that details the truck fleet information and to allow the teams to check off trucks as they are surveyed.

The team may also mark the trucks with a small sticker on both sides of the mast. This will identify trucks that have already been surveyed so they will not disrupt the normal operation any more than needed.

The time spent on each truck is minimal generally three to four minutes per truck. The team may watch the activity in the area but will be very conscience of the customers needs to move product and not

disrupt the operation any more than necessary. A typical survey gathering the information for an analysis for approximately 50 trucks could be accomplished in a half day.

*** The information needed by Hyster Fleet Services to provide an analysis is as follows:**

1. Customer truck number or asset number.
2. Department(s) truck is assigned to.
3. Manufacture.
4. Model of truck and type of truck is helpful (sit down electric walkie etc.)
5. Attachments (sideshift clamps)
6. Capacity of truck (5000 pound)
7. Serial number
7. Year of truck
8. Available hours (time facility is open for operation 2 shifts, 5 days, 50 weeks per year)
9. Annual hours

The annual hours are probably the most important ingredient of the analysis. Everything is driven by the annual hours such as utilization and maintenance projections. The annual hours are gathered during the survey by reading the hour meter of the truck and adding it to the dated survey sheet. After the initial survey we will require a second hour meter reading generally 30 to 45 days after the first reading. We will use the combination of the two to arrive at the annual hours of utilization per truck. Another option to capturing the second hour meter reading would be to obtain records from the facility that have an hour meter with a date. These can be obtained from maintenance records or daily operator checks if performed.

We cannot over emphasize the importance of working hour meters and the role they play in fleet management. An analysis can be performed using estimates but the outcome will not be as reliable or credible.

10. Maintenance data on fleet if available. (Not absolutely necessary but if available can be helpful in determining other opportunities for fleet savings.)

To further expedite the analysis process, the customer can send an electronic Excel file in advance to the Hyster dealer or directly to Hyster Fleet Services. This data should include the items from the above list if available. We have included a copy of the Hyster Fleet Services survey sheet for your review. An Excel spread is also available for multiple truck locations to be filled out at the dealer level.

FleetSmart Survey Sheet

(Per Truck Survey)

Customer: _____ Location: _____
Unit Number: _____ Department: _____
Make: _____ Model: _____
Capacity Rating: _____ lbs Power: Electric () Gas () LPG () Diesel ()
Tires: Cushion () Pneumatic ()
Attachments: SS () Rotator () Clamp () Fork Positioner () Other _____
Truck S/N: _____ Year(s) in Service _____

HM Reading (1): _____ Date: _____ HM Reading (2): _____ Date: _____

If Hour Meter Reading is Not Available Estimated Hours Usage Per Month _____

*Life To Date Hours (LTD) _____ *Must Have LTD Hours or Local Facility Should Give Best Estimate.

Hours per Shift: _____ Shifts per Day: _____ Days per Week: _____ Weeks per Year: _____

Is This Truck a Candidate for Elimination (Fleet Reduction Opportunity) _____

Are the Specifications Needed For This Truck Application/Department Special? _____

Has this truck had a major overhaul in the last 12 months? Yes _____ No _____
Explain: (i.e. replace engine-mast -xmsn) estimated cost. _____

Additional comments: (i.e. major repair needed) Explain-est. cost _____

Is unit leased? Yes _____ No _____ If so, expiration date ____/____/____ monthly payment \$ _____

Is unit a rental? Yes _____ No _____ If so, how long? _____ monthly payment \$ _____

Brief description of application: _____

Additional comments: _____

For additional information regarding the FleetSmart Program, call 1-888-FLT-SVCS or email
FleetServices@hyster.com. Contact Name: Stan Garrison
