



FLEET SERVICES

Hyster Fleet Services Survey Information

Survey Overview:

A detailed fleet survey is the first step in identifying opportunities for customers to reduce costs associated with the operation of their lift truck fleet. The data collected during the survey is the key to providing the customer with feedback and a proposal for implementing a fleet management program. In addition, the survey is an excellent process for the Hyster dealer to learn as much as possible about the customers business needs.

Survey Process:

If the servicing Hyster dealer is already familiar with the customer's fleet and operations, then the survey process may be as simple as compiling information that already exists within the dealer's service records. If the local Hyster dealer has never had the opportunity to do business with the local facility, then the process will require a little more work. The survey can be conducted all at one time or with a couple of visits from the Hyster dealer.

The survey should begin with a meeting between 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 with one person writing the data on the survey sheet and the other person gathering 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 an initial list from the facility that details the truck fleet information and to allow the teams to check off trucks as they are surveyed.

The survey team may also want to mark the trucks with a small sticker or piece of tape on both sides of the mast. This will identify trucks that have already been surveyed so that you do not disrupt the normal operation any more than necessary.

The time spent on each truck is minimal, generally four to five minutes per truck. The team should observe the activity in the area but needs to be very aware of the customers needs to move product and should not disrupt the operation any more than necessary. A typical survey for a fleet of approximately 50 trucks can be accomplished in a half day if you are well organized and prepared.

The following is a list of items that you should have with you during the survey:

1. Supply of blank survey sheets
2. Measuring Tape (Suggest minimum of 25 feet)
3. Supply of pencils
4. Note pad to take notes and as a writing surface
5. Rag for cleaning hour meters, name plates, etc.
6. Stickers, tape or some means of marking completed units
7. Current plant inventory if available
8. Safety glasses, hard hats, steel toed shoes, and other safety items as required by the customer.

Information that should be obtained during the fleet survey should include:

1. Customer Unit/Asset Number
2. Assigned Department(s)
3. Make
4. Truck Model - a brief description is also helpful (i.e. sit down electric walkie etc.)
5. Serial Number
6. Capacity Rating (i.e. 5000 pounds)
7. Power Type
8. Tires
9. Attachments
10. Mast/Upright
11. In Service Date
12. Owned/Leased/Rented
13. Unit Required Availability (time facility is open for operation 2 shifts, 5 days, 50 weeks per year)
14. Annual hours

The annual hours are probably the most important component of any fleet analysis. Information such as utilization and maintenance projections are determined by the annual hours. 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, a second hour meter reading is required and should be taken minimally 30 to 45 days after the first reading. Using the combination of the two hour meter reading you

can calculate the annual hours and determine the utilization for each truck. An alternative 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. A fleet utilization analysis can be performed using estimates but the end result will not be as reliable or credible.