

# **Mower Maintenance Service Delivery**

**DAVE BONE**

Fleet and Depot Facilities Manager

# Introduction

- Fleet, Workshop and Depot responsibilities
- Vehicle Fleet of approximately 520 vehicles
- Machinery Fleet of around 300 items (mainly mowers)
- 15 Technicians and 1 Apprentice
- Various maintenance services provided
- This presentation will focus on the Mower maintenance service supplied to Parks and Open Spaces

# Overview of Southampton

- Largest City in the South East, population of 230,000
- Regional influence
- Estimated 700,000 people looking to the city for a variety of services
- One of the Countries top shopping centres – Ikea
- A leading port with a double tide
- Southampton City Council, largest employer in the City

# Parks and Open Spaces

- Manage and maintain over 1015 hectares of green open spaces
- 50 parks
- 23 allotment sites
- 4 outdoor recreation centres
- 84 school grounds
- 6 cemeteries and 1 crematorium
- Housing land, highway verges etc

# Required Maintenance Service

- Customer focused to meet Parks requirements
- A proactive and reactive service
- Delivery of a high quality service
- Efficient and professional approach
- Customer satisfaction
- **2007 Failures in all of these areas had to be addressed**

# Failures in the service

- Failure in meeting ever changing customer needs
- Machinery availability and poor turn round times
- Failure to diagnose faults quickly and prioritise repairs
- Poor communication regarding repairs
- Low level quality control
- Tyre repairs not managed
- Winter and Summer service programs not achieved
- Machinery list not kept up to date

# Major Improvement Challenges

- Changing Parks staff opinion of the service
- Convince Parks that service levels can be delivered
- Improve relations between the Business Units
- Improve communications
- Improve Fitting Staff morale

# Meeting the Challenges

- One Supervisor given responsibility for the mower repairs
- Improved levels of supervision and management
- Meeting was held with mower technicians
- Clear expectations was communicated
- Tools and training provided where required
- Improved parts supply – impress stock



## Meeting the Challenges 2

- Dedicated Depot space for mowers
- Extended Mobile Technician service
- Monthly Liaison Meetings
- Priority given to requests for information
- Fleet Transport reported on PI's quarterly

# Fleet Transport Challenge Response

- Technicians responded well to new approach
- Technicians adhered to procedures
- Supervision in control
- Good parts supply
- Good quality repairs and turn round times
- Improved levels of communication
- Professional image

# Parks View of the Improved Service

- Sceptic at first that levels could be maintained
- Continued service delivery heightened confidence
- Dramatic service improvement by end of season
- Satisfaction levels of the service very high
- Relationship improved
- Issues/problems were resolved quickly
- Reduction in maintenance costs were achieved

# Current Situation

- We have been able to continuously improve
- Relationships much stronger
- A real working together
- Change in the Customers attitude
- Greater Trust
- Parks satisfied with service provided