

BRITCOM TODAY



Raymond V Urwin 1944 – 2009

*It is with great sadness that we announce the passing of **Ray Urwin**, founder and Chairman of Britcom International. Ray had been fighting cancer since being diagnosed in 2002 and on Wednesday 27th May 2009 that battle came to an end.*

Ray faced his cancer very bravely and openly, knowing that one day it would take him from his beloved family and the company he had built up in the last 28 years.

He is sadly missed by all at Britcom and within the UK commercial vehicle industry, not to mention his many friends and customers around the world

Firstly we would like to thank everybody for their feedback on our first edition of Britcom Today, launched earlier this year and we will continue to improve, with your input.

This second edition keeps you abreast with what's been happening at Britcom in the last few months as well as new initiatives being introduced.

We've also made good progress with our Customer Satisfaction Survey and are getting to find out what you think about us – there's more about that on page 3.

IN THIS EDITION

RAY URWIN

WHAT'S NEW

NEED TO CARRY MORE WEIGHT

INCREASING OUR PRESENCE

SEEING IS BELIEVING

CUSTOMER SATISFACTION

CASE STUDY

FLEETWATCH



WHAT'S NEW?

WVTA

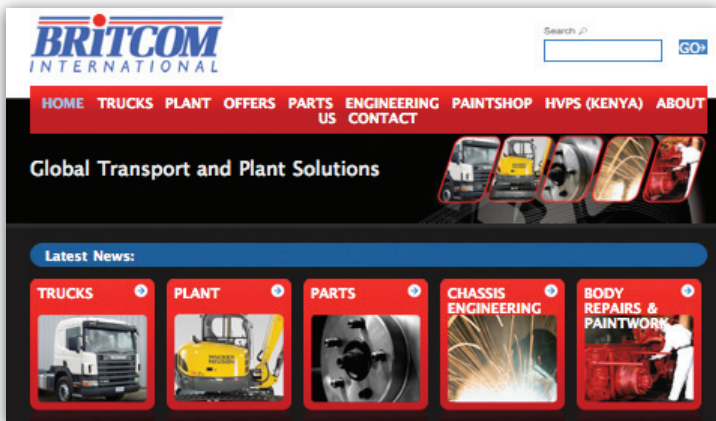
With Whole Vehicle Type Approval starting to come into force from April 2009 we are gearing ourselves up to be compliant later this year.

Mercedes Benz

As of May 2009 we became a Qualified Bodybuilder Partner to Mercedes-Benz Trucks in the UK.

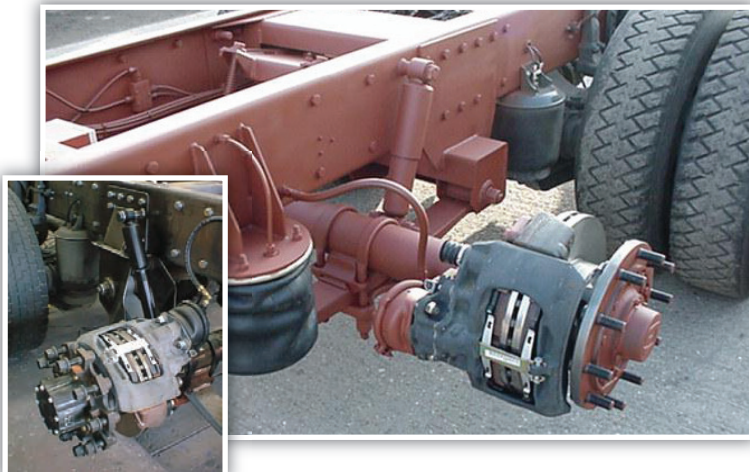
Britcom Website

the latest review gave us a 10 for Appearance, 8 for Information and 9 for Navigation. Visit www.britcom.co.uk and see for yourself!



Need To Carry More Weight?

We can now supply and fit an additional axle equipped with its own independent EBS braking system. The new system has been developed and tested and accepted by both VOSA and DFT. All work is carried out as per the manufacturer's recommendations. For more information contact Brent Carmichael on 01430 871010



Increasing Our Presence

We know we have a fantastic facility here at Britcom International, as do many of our customers. But how can we tell the rest of the UK and the world about it? Based on some of your feedback which said that you didn't see us in the UK Industry Press, we have started and will continue to increase our presence.

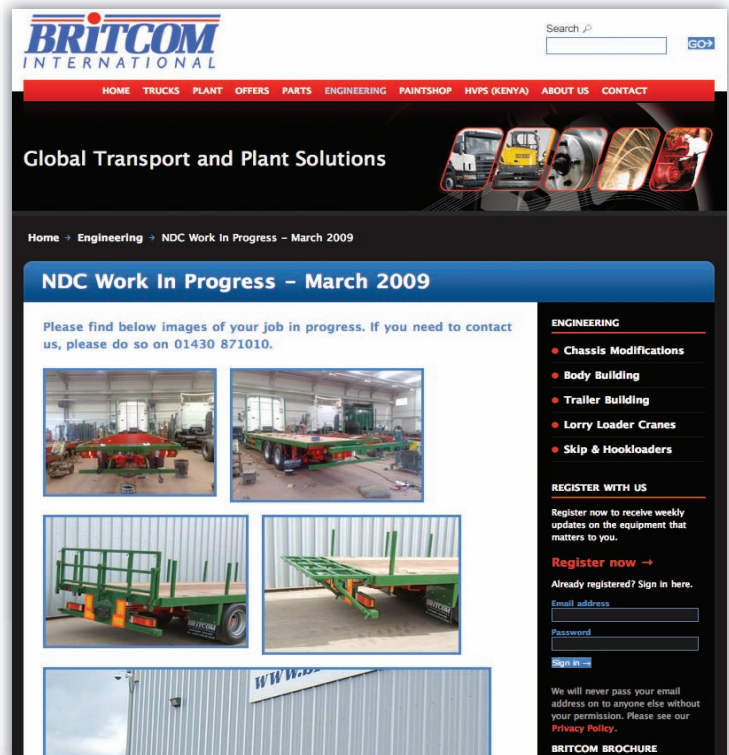
We've recently had a double page spread editorial feature in Commercial Motor, Cranes & Access Magazine and Transport News all focusing on our Engineering & Paintshop facilities and capabilities.

Since June 2009 we have had an ongoing focused presence within Commercial Motor to promote the used truck sales and other facilities across the UK Commercial Vehicle industry. This is working very well for us, and long may it continue. So keep a look out for us in the national press!

Seeing Is Believing

We can now offer interactive viewing of your job in progress via our website. As we work with customers far and wide across the UK and around the world, sometimes it is not possible for the customer to visit our site while work is being undertaken on their vehicle.

Instead, we can now provide you with your own unique webpage where we regularly upload pictures of the job during work in progress. So, wherever you are, you can still keep an eye on what's going on with your vehicle.



Customer Satisfaction Update

Back in February we trialled a new Customer Satisfaction Survey. Anyone who has had a vehicle in with our Aftersales Departments during that time will have received a questionnaire to complete and return to us. The trial was very useful and we received some good feedback.

From 1 June 2009, we have rolled out an amended version of the trial initiative across the rest of the company and it is now part of our ISO procedures. The survey can now be done online, electronically or printed – each customer decides how they would like to complete it. Each month we review the responses we've had and the Britcom Quality Team look at and work with the relevant Department to ensure any improvements are initiated.

We are very committed to improving the service we provide, so if you have any comments, please send them onto us via the feedback form on the back of this newsletter or email our Customer Care Manager on rachelreed@britcom.co.uk

Britcom's Bodyshop Gets Bussy...

Since September 2008 the Britcom Bodyshop has been working with some prestigious local companies operating within the bus & coach industry. These include First Group, East Yorkshire Motor Services and Reliance Motor Services.



On the back of this, we are now attending the Coach & Bus Live 2009 exhibition at the NEC on 7/8 October to promote the services we can offer to the Coach & Bus world and to bring some more new customers into the Britcom Bodyshop fold. So, if you're planning on attending, don't forget to visit us at Stand C80.



Britcom recently became a PPG Fleetwatch Member, Fleetwatch is an established national network of the highest

quality paintshops. As a member of this exclusive network we have entered into partnership with PPG Group, the market leaders in paint technology, to provide customers with the highest quality paint systems and workmanship.

PPG provide us with expert technical support, on-going training and guidance on quality control, ensuring that we continue to provide a first class service to our customers.

Our commitment to quality is demonstrated by our strict adherence to customer specifications. PPG, through its Nexa Autocolor and PPG brand paint, can guarantee colour consistency throughout your fleet

Engineering Case Study

We were approached by GHC Ltd (General Haulage Company Ltd) Cyprus through MAN Topused. GHC Ltd are an Approved and Appointed Haulage Contractor to Her Majesty's British Forces Cyprus.

The remit was to convert 2 x MAN 33.484 6x4 heavy haulage tractor units into ballast units with the ability to push/pull 150,000kg whilst still retaining the 5th wheel for conventional low loader trailers.



The vehicles were equipped with a multi-position Ringfeder automatic coupling to the rear with a manual multi-position coupling at the front with the ability of fitting the same Ringfeder at the rear.

2 line air, EBS, 24S & 24N trailer service were extended to the extremes of the vehicles. The vehicles were also equipped with hydraulics to operate the ancillary equipment on the trailers which are to be hauled.

A ballast box was manufactured with a capacity of 11.5m³ giving a potential load of 25,000kg. The ballast box was fitted with ISO blocks to allow it to be swapped between the vehicles and secured with the aid of ISO twist-locks.

To complete the transformation, the vehicles were given a complete refurbishment and re-painted in Spearmint green with the front bumpers covered with red & white heavy haulage chevrons.



nationwide, by specifying and introducing a personalised Paintspec; a detailed manual covering all aspects of vehicle livery application and maintenance; from colour standard to decal positioning; including detailed descriptions of surface preparation and paint system application. Paintspec is tailed to suit fleet requirements, by laying down definitive standards that are applied consistently throughout the Fleetwatch network.

The relationship between the Fleetwatch network and PPG Group allows us to offer customers a unique warranty - The Fleetwatch Warranty - which covers not only the paint, but also the paint application for up to five years, to give our customers complete peace of mind on all work carried out to the Fleetwatch quality standard. To find out more visit our website www.britcom.co.uk or contact Fran Johnson, Bodyshop Manager on 01430 871010.



Britcom Run The Inaugural York 10k

A team of 8 runners represented Britcom at the inaugural York 10k on Sunday 2nd August. The Team all completed in excellent times (and with no injuries) and raised £1,794 for Macmillan Cancer Support.



On 14th August Brent Carmichael, our Operations Manager celebrated 25 years since he started at Wright & Agar, which was subsequently taken over by Britcom International in 1992. To this day, we still have several members of staff who came as part of the Wright & Agar fixtures and fittings; this shows the breadth of experience, not to mention the commitment that our Engineering Team have. The only difference is that they don't all quite look as youthful as they did 17 years ago!

FAX BACK NOW ON – 01430 872492

- Please update your records with the information below
- I would like to receive this newsletter electronically in future, and have supplied my email address accordingly
- I would like to arrange a visit to your site
- I would like a quote for an Engineering job
- I would like a quote for a Body Repair/Paint job

I would like to have my say:

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.....

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Forename: Surname:

Company Name:

Address:

..... Postcode:

Telephone: Fax:

Mobile: Email:

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