

# Operation Quality Manual



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# Introduction

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This Operations Quality Manual has been developed to provide common quality standards for the different projects, satisfying in a better way the expectations of our customers and increasing and reinforcing the existing relationships.

The standardization of practices will lead to a reduction in the damage rates and to a logistics management more efficient and more effective.

This manual is intended to be used not like a full list of laws that have to be respected, but like a guide to improve our performances. The ultimate aim is to rationalize the management approach and to increase our service. Everything has to be done with a strong relationship with our partners.

Usually each different project puts us in front with new customers and regularly each manufacturer, storage square and auto carrier adopts different techniques. This is the reason way the text often refers to the different demands that can be found directly on projects.

This manual want to be useful for all the companies that have been, have or will have a relationship with AutoMotionTech, to improve and rationalize our processes.

# 1. General instructions

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## 1.1. Clothing

- Personnel must wear clean working clothes at all the times (no oil/grease stains).
- Long sleeves and long trousers are obligatory.  $\frac{3}{4}$  trousers covering the knees and t-shirt are allowed during hot months.
- It is forbidden to use not-standard clothes, in particular with buttons, exposed zips or belt buckles.
- Wearing boots or shoes closed around the foot is obligatory. The shoes/boots must prevent from slipping. The safety shoes must be worn where it is compulsory.
- Rings, watches and other jewelry are not permitted, unless properly covered.
- Working gloves must be worn when working on the cars. However they must be removed before entering the vehicle.

## 1.2. Handling

- Vehicles can only be driven by personnel with valid driving licenses.
- Vehicles can be driven only for the handling necessary to complete the operations.

### 1.2.1 Driving manner

- Vehicles must be driven at moderate speed in all the situations. For an indication of the speed limit, please refer to the corresponding section of this manual.
- Vehicles must be driven in such a manner as to minimize damage probability. In particular, it is forbidden:
  - Rev up the engine;
  - Let the engine warm at idle speed;
  - Set off rapidly with spinning drive wheels;
  - Slip the clutch at high engine speeds;
  - Overtake other vehicles;
  - Remove the ignition key whilst the vehicle is in motion;
  - Drive with open boot lid or doors.
- The driver/jockey must immediately stop the engine if an operational fault occurs or if a strange noise is detected.

### 1.2.2 Use of the vehicle

Vehicles and their equipment must be used only to such an extent and in a such a manner that is necessary. It is strictly forbidden:

- To lean, stand or sit on the vehicles;
- To eat, drink or smoke in/near the vehicles;
- To remain in the vehicles longer than necessary;
- To place objects on/in the vehicles;
- To use any electronic equipment (audio, GPS, telephone, etc...), unless necessary for driving;
- To operate manually electric mirrors;
- To use one vehicle for towing or pushing another one;
- To use vehicles as shuttles or for transporting material;
- To enter/exit the vehicle by other doors than the driver's;
- To use cell phones, to wear headphones and listen to the music/radio while handling/driving cars.

### 1.2.3 Rules to be respected when leaving the vehicles

Upon leaving the vehicle for storage/transport, it has to be checked whether:

- The doors, windows, roof, boot lid and cowl are closed;
- Vehicles with manual transmission are engaged in 1<sup>st</sup> gear and have the hand brake applied;
- Vehicles with automatic transmission have the transmission selector lever in "P" position and have the hand brake applied. ;
- All electronic equipment is left in the "off" position;
- All storage compartments are closed to avoid any power drain on the battery during storage;
- The vehicle is not parked on not allowed storage zone;
- The driver seat is pushed back.
- The ignition key is removed and left near the gear zone.

### 1.2.4 Rules on not started vehicles

- If the car doesn't start because the battery is flat, it must be jump started using an auxiliary battery, never another vehicle. Always connect the positive (+) pole first, then the negative (-) or earth pole. After jump starting, disconnect the cables in reverse order. Push starting and tow starting are prohibited.
- Jump starting cables must be handled with precaution to prevent damage to the vehicle.
- If the vehicle needs refueling, add a sufficient amount of the correct fuel type.

## 1.3 Inspections

- A thorough inspection of the vehicle has to be performed before its handling. The manager must be informed if there is any kind of damage.

# 2. Clothing

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- Every people present on the project must wear clothing provided by AutoMotionTech unless different indications.
- It relies on the specifications already presented in the “General information”.
- It is forbidden to keep sharp objects in the pockets that could damage the vehicles.
- If the project takes place in particular places, like harbours or storage yards, where there are clear guidelines about the clothes in these places (e.g. wear reflective jackets or anti-accident shoes), they must be followed.

# 3. Vehicles

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## 3.1 Handling

It must:

- Avoid to create any kind of damage going into the car. In particular, care must be taken about the interior condition and while opening the doors.
- Make sure you have full visibility of the vehicle before moving it.
- Check if there is any kind of damage before moving the car.
- Check that the bonnet, doors, windows, trunk, gas cap, etc... are closed before starting the engine.
- Use lights and horn to signal the movement of the car.

## 3.2 Driving manner

It must:

- Drive at a maximum speed of 20 km/h if there isn't a speed limit. Otherwise respect the speed limit where it is showed.
- Always give priority to vehicles that proceed in reverse, that come from right (from left in countries like “England”) and that come out from sheds, parking areas, storage areas, etc...
- Stop at the stop lines and respect strictly all the horizontal and vertical signs.

- Refer to the “General Instruction”.

It's forbidden:

- Move the vehicle using constantly the engine button;
- Overtake the other vehicles;
- Make U-turn, except in the parking areas and where it is specifically permitted.
- Go through the areas used for parking, even if they are unused at that time.
- Rev up the engine;
- Set off rapidly with spinning drive wheels.

### **3.3 Drive indication**

It must:

- Follow the lines that show where you can go through;
- Remain permanently within the project areas;
- Switch the position lights on;
- Use the indicators to turn or to stop on one side;
- Keep particular attention if the weather is not in good condition;
- Signal the maneuvers with two short beeps of the horn;
- Signal the maneuvers with the high beams;
- Check always if the space for maneuvers is free.

It's forbidden:

- Drive between people that are working, cross the train rails or get close to a cargo during loaded/unloaded operations;
- Leave the vehicles parked on the transit lines;
- Leave the vehicles turned on;
- Switch the radio on, smoke or speak at the telephone while driving;
- Open the sunroof or “other”;
- Drive revving up the engine.

### **3.4 Parking indications**

It must:

- Park only in the marked spaces, with the front wheels near the lines of definition of the space;
- Leave at least a space of 50cm between two vehicles;

- Put the driver's seat back to the bottom; the reclining back must be in a vertical position, at least that the roof upholstery is dismantled: in this case it's necessary to overturn the seats to avoid any kind of damage;
- Remove the keys from the ignition part;
- Engage the handbrake;
- Switch all the lights and all the electronic devices off.
- Engage the neutral gear with the manual transmission and select "P" with the automatic transmission;
- Close all the windows, doors, etc...;
- Be careful to do not cause any damage going out of the vehicle;

### 3.5 "Zero-damage" handling

Treatment of the vehicles:

- Opening the doors: it is required to use the handle to open the door, avoiding to push against the door panel;
- Closing the doors: it is required to push with a light pressure on the glass of the window to close the door, without using the handle or slamming the door pushing from the panel;
- Opening and closing the hood: for the closing phase the hood has to be released from a maximum high 40 cm. It is strictly prohibited to make a pressure on the hood to lock the coupling mechanism;
- Opening and closing the boot: for the closing phase use the handles located inside of it, avoiding to throw it with too power. Pushing on the external surface is forbidden.

Preventive action in the working zone:

- It is required to keep the working area clean.
- It is required to keep all the work tools in order and ready to be used;
- It is required to keep the right distance between two vehicles, to allow to open and close the doors without risks, and to keep the distance of at least one meter from the walls, pillars, etc...;
- It is required to put back all the tools that are not necessary to repair the vehicle in a safety place far from the car. It is forbidden to leave them inside the vehicle, upon the roof, on the seats, on the front glass, etc...;
- It is absolutely forbidden to leave on the floor or inside the vehicle the parts that have been dismantled;
- The dismantled parts have to be left in a dedicated area.
- The dismantled parts have to be protected with cardboard or cellophane;
- All the tools and the trolleys have to be left near the static bulkheads to don't create obstruction during the handling.
- The tools and the levers have to be in perfect conditions to avoid every kind of working damage.



## 4. General behavior rules

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- It is forbidden eat, drink and smoke near the vehicles;
- It is forbidden lean any tools, levers or similar stuff that could damage the vehicle;
- It is forbidden lean on the vehicles unless necessary to work, anyway it is never allowed stand on a bumper, side platform or wheel;
- It is necessary be careful at moving vehicles;
- It is forbidden listen loud volume music, sing and scream;
- It is required to keep a professional behavior with all the people on the claim;
- If there is any management/organizational problem it is required to contact the project manager;
- Consider all the "General instructions".