

PREVENTATIVE MAINTENANCE PROGRAM GUIDE & TOOLKIT: COMMERCIAL FLEETS



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INTRODUCTION

In order for a commercial fleet to remain financially viable in the long run, business owners should consider utilizing a preventative maintenance program. Preventative maintenance programs establish regular maintenance practices to help prevent costly vehicle breakdowns, while ensuring fleet reliability and passenger safety.

Starting a preventative maintenance program can be a difficult and involved process. However, an effective preventative maintenance program will lower the average costs of repairs over time and keep vehicles on the road.

This guide is meant to provide general information regarding preventative maintenance programs—what they are used for, their benefits and general best practices. It should be noted that Canada has specific maintenance and inspection requirements, both on a federal and provincial level.

This guide is not designed to provide thorough compliance information. As such, organizations should review any applicable legislation. Firms may also have to amend the documents at the end of this toolkit in order to meet local, provincial or federal standards.

For more details regarding the information contained in this guide, contact Thor Insurance & Registries Ltd today.



ASSEMBLING YOUR TEAM

Before you begin the process of creating your preventative maintenance program, you will need to have the right people assembled. These stakeholders will serve as advisors to ensure that all elements of preventative maintenance are included in your organization's program. Typically, these teams include the following:

- Management
- Maintenance managers
- Maintenance technicians
- Driver representatives
- Any other staff members who understand the way your fleet operates

You may not need input from each of these groups at every step of the process, but it's important to have them on board and kept up to date so you can get important feedback as you go.

Once your organization has implemented its preventative maintenance program, these individuals can report back on the successes and failures of the program. This input will allow your organization to make changes to the program to ensure its efficiency.



GOAL AND OBJECTIVES

It is important for organizations to set clear goals for their preventative maintenance programs. Doing so can help identify the benefits of a preventative maintenance program outright, providing some much-needed motivation.

A strong preventative maintenance program can help businesses do the following:

- 1) Maintain vehicles to ensure the safety of passengers, operators and the general public.
- 2) Manage maintenance and repair activities to minimize service interruptions due to vehicle or equipment failures.
- 3) Maintain vehicles and equipment to promote cost-efficient operations.
- 4) Reduce vehicle downtime.
- 5) Conduct vehicle operations, repairs and cleaning in compliance with applicable local, provincial and federal transportation regulations.

Most preventative maintenance programs are multifaceted and include elements related to pre-trip inspections, service routines, vehicle cleanings, vehicle repairs and documentation. At a minimum, preventative maintenance programs should provide the tools and structure necessary for organizations and their employees to complete the following objectives:

- ✓ Conduct regular pre-trip inspections to identify vehicle and equipment problems before they balloon into bigger issues.
- ✓ Keep vehicles in good working condition by performing preventative maintenance on a regular basis.
- ✓ Address any issues found during preventative maintenance checks in a timely fashion and in accordance with basic repair best practices.
- ✓ Clean the interior and exterior of your vehicles on a regular basis.
- ✓ Utilize third-party mechanics as needed to perform specialized services and to supplement maintenance efforts.
- ✓ Schedule preventative maintenance in such a way that you are maximizing fleet availability during service peaks.
- ✓ Analyze repair and tow data to identify trouble-prone components or systems.
- ✓ Analyze fleet fuel usage and repair data.
- ✓ Manage staff time, service vendors, and parts and supplies costs to save your firm money.



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