

September 15, 2010

## **VOITH INDUSTRIAL SERVICES LAUNCHES MAKE READY SERVICES PACKAGE AT EUROBUS EXPO**

Voith Industrial Services, a leading service provider to the UK transport industry, is launching its Make Ready Services package to the bus and coach sector at EuroBus Expo 2010 at the NEC, Birmingham, in November.

The package brings Voith's engineering expertise, advanced processes, and auditing techniques used in large sophisticated car manufacturing plants to bus and coach depots.

Make Ready Services includes a wide range of services for preparing vehicles for the next day's service as well as the cleaning of garage facilities.

The new package is a tried and tested system that has been implemented and refined at Arriva North West's Bootle depot where Voith recently won a contract which runs until the end of 2013.

The contract involves a team of 20 operatives providing a range of services for the fleet of 118 buses every night. Services include exterior and interior cleaning, fuelling, coolant top-ups and shunting vehicles for the following day's service for the fleet of buses that clock up four million miles a year.

All Voith employees are expected to be able to multi-task and are trained to reach their full potential. They are also expected to move between garages to facilitate the operational requirements of the contract.

As well as looking after the vehicles, Voith employees clean exterior areas as well as garage floors, pits and workshops. Under the Bootle contract they also clean offices, meeting rooms, toilets and amenity areas.

Phil Spencer, Voith's sales and business development director, said: "There are several areas where our Make Ready Services package sets us apart from the competition in this sector.

"The vital difference is that our strong management and supervision gives clear criteria to our people. Everything our employees do can be measured so that our client can see that standards are not only maintained but improved.

"We couple this with a strong emphasis on regular communication to ensure that both parties are kept informed of changes and developments."

He added: "This strong management philosophy, coupled with the processes and techniques we have brought from the automotive sector, ensures that we can bring improved standards to the bus and coach sector."

Voith Industrial Services is well established in the automotive industry where they have demonstrated their expertise in technical cleaning at paint shops in manufacturing plants run by companies such as Jaguar Land Rover and General Motors.

Ends

**Footnote:**

In the UK Voith Industrial Services has 650 employees and a turnover of €33 million. Its services include facility management, technical cleaning, wheel and tyre assembly and managed processes.

Voith Industrial Services operates globally and is part of Voith AG, one of the largest family-owned businesses in Europe. Voith AG operates in the paper, energy, mobility and service markets. The company has 39,000 employees in 280 locations worldwide, and has annual sales of € 5.1 billion.



Caption

Phil Spencer, Voith Industrial Services' sales and business development director.

**For further information and photographs contact Colin Walkey at Colin Walkey Communications Ltd., 96 Montague Road, Warwick CV34 5LL. Tel 01926 402076, mobile 07730 953007, email [colin.walkey@btconnect.com](mailto:colin.walkey@btconnect.com), website [www.colinwalkey.co.uk](http://www.colinwalkey.co.uk)**