

**SPECIAL
POINTS OF
INTEREST:**

- **Toyota Uganda Employee of the Year 2007**
- **Best Performers Customer Excellence 2007**
- **Toyota 1st Motor Show**
- **TUGA Social Club launch**

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TUGA Award Night & Farewell to NSM

Friday the 25th April 2008 ushered in the New Financial year with a celebration of the successes in the prior FY 2007. The function held at Faze 2 hosted both the staff members with their spouses.

During the Award night, TUGA as well as staff members were recognized for the exceptional performance during the FY2007.

These included; A Silver Award for Customer Excellence 2007, Recognition for the 647 vehicles sold in the FY, CRM Voyage Award, Business Development Merit, Customer Service Excellence (Parts & Service contest) to mention only while internally, TUGA rolled out the Employee of the Year Award that went to Nelson Walusimbi- Service Dept., Departmental Employee

of the Year Awards to; Moses Balitema - Finance, Hasifa Nansimbi - Parts, Nelson Walusimbi - Service, Robert Seguya – Corporate and Timothy Akiiki – Sales. The Customer Relations



**Nelson Walusimbi
TUGA Employee of the
Year - FY2007**

Department had CSI Excellence Awards to give out and the Best Performance in CSI 2007 went to the Parts Department. Depart-

mental Individual CSI Awards went to Hasifa Nansimbi - Parts, Richard Ringa - Sales, and Joseph Kakande - Service. This will become a yearly event which will also be seen on a quarterly basis to further promote the Customer First culture in the TUGA Family.

The TUGA Family on the same night bid farewell to their National Service Manager, Mr. Nakajima Katsumi who was returning to Japan with an Appreciation Award for the MD - Ian Walker.

Nakajima was spoken of very highly and shall be missed by his teams both the management team and the Service department especially the technicians for his warmth, guidance, and interaction. Thanks to Mr. Nakajima and Farewell.

Caption of the evening!



CR Awards - 2007



Joshua - National Parts Manager receives Award from Peter - Finance Director

The Parts Department excelled with the Best Performer in Customer Satisfaction Index Surveys Award for the FY 2007 with an average of 93% over a period of twelve (12) months; April 07 - Mar.08.

This only meant no score below 90%. The Sales Department came 2nd Runners-up with an average of 92% while the Service Department ranked the 3rd Runners-up with an average of 89%. Service Department was com-

mended for the good job done given the number of customers they interact with on a daily and monthly basis. Fixing it Right the first and timely delivery with the latter background is quite a challenge but well-done to the Team for hitting their target for the year. Bravo!

Further awards included the Best Performers in Individual Customer Satisfaction which the CR department rolled-out in October 2007 for six (6)

months and at the close of the financial year; Ringa Richard from the Sales Department hailed with an average of 95%, Hasifa Nansimbi from the Parts Department with 93% while Joseph Kakande from the Service Department had 89.9% more less 90%. The rest of the team was encouraged to emulate the trio to further tighten up the Customer First race for the FY 2008.

See pictures below!

"To catch the reader's attention, place an interesting sentence or quote from the story here."

CS/CR Champions - FY 2007



Richard Ringa - Sales



Hasifa Nansimbi - Parts



Joseph Kakande - Service

International CS Awards to TUGA

Top: Joshua, Joweriah & Nakajima display the Silver Award.

Bottom: Joweriah receives the CR Voyage Award



Toyota Tshusho Corporation conducted the 2007 TOYOTA Customer Excellence Awards for distributors to enhance the integrity of overall customer service through an evaluation comparing the selected KPIs and activity to the TMC standards. TUGA was

awarded the Silver Award. Very active in this activity was the Parts and Service Department and thanks to our NPM - Joshua Anya and our former NSM - Katsumi Nakajima for their dedication and tireless efforts that ensured such great success.

The 2006 CR Voyage Award was awarded to the TUGA CRM for spear heading the speedy implementation of CR

processes and policies though out the distributorship in a short frame, excellent relationship building, growth of the CR Team, excellent BSC reporting as well as support to the 3'S.

On speaking to the CRM, she attributed this achievement to her MD - Ian Walker and the Senior Management who accepted her and the function that made it easy to reach to their team members.

MotorCare Group visit to TUGA - May 2008



Ian - MD TUGA with the MotorCare team in the workshop

A group of 20 delegates from MotorCare Group dealing in Nissan / BMW products visited TUGA on the 20th May 2008 with an aim of knowing more about our distributorship. Welcomed by the MD - Ian Walker together with Joweriah and Timothy, a brief on TUGA's operations was given and a tour around the distributorship to include the workshop, parts warehouse and the business at large. The visitors were marveled by the art of technology we have in place and more so the order in terms of house-keeping.



MotorCare team leaves TUGA in a Toyota Wagon

Highlight of the visit was at the time of farewell. We noticed with lots of amusement that the biggest car on their fleet taking the visitors around was a Toyota. Interesting. The Team was otherwise commended for the warm welcome accorded to the guests

“Enjoyment & Interaction made easier through the TUGA Social Club” You can’t afford not becoming a Member.

TUGA Social Club launch - June 08

Enjoyment and Interaction is one of the behaviours that will help us live one of our core values known as **Exciting Challenge**. Do we remember the other behaviours? A quick re-cap would not hurt. We have **Kaizen**, hope you are registering your kaizens every other moment you get a small initiative that would improve your work, department and TUGA as a

whole, **Adaptability to Change** is another one, ask yourself a question, how easy is it for me to change for the better in order to meet the ever changing needs of our customers and the community? **Proactive**; do you wait for things to occur first and then react to them? **Innovative**; what new idea do you have for this FY 2008? **Benchmarking**; Is your Balance

Score Card in place, is it operational? How are we doing in the market? Very important.

Well the CR Department has come up with an idea of having a TUGA Social Club, thanks to Joanita who brought such a brilliant idea to help us live the behaviour of enjoyment and interaction. We shall celebrate our birthdays, go for outings, name it at a cost of a monthly subscription fee to be communicated soon. Please enroll as a member.

Activities in TUGA - Highlight - Driver Training

TUGA is aiming at having Customers for Life and in case you have satisfied customers, be sure they are up for grabs and you do not want anyone else grabbing your satisfied customer.

How can we have a Customer for Life? Is it possible?

The answer is yes its possible only if our valued people with the

knowledge and talent, clear and customer friendly processes continuously give their best through their workmanship, excellent reception and timely communication .

Is that all TUGA can do? No!

TUGA has gone an extra mile to further educate its customers through programs like Driver Training where key basics such as

Vehicle Checking, High-light Jack usage, Defensive driving, differentiation between the Genuine and Non Genuine parts and how they should look after their vehicles has given an opportunity to work towards achieving G' Value for all.



Denis Okiru conducting a Vehicle Checking Session with Police Drivers



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For you, with you

The Customer Relations Department has been in operation for now one and a half years and so far has registered great success through the support and guidance of the TUGA Family. All operations are aligned to the TTAF and TMC Standards. TUGA in FY2007 registered the highest score in the Customer Satisfaction Survey conducted and thanks to the TUGA team in our 3S' that is Service, Parts and Sales for the job well done.

CR will focus on the Customer First philosophy and also work with the HR Dept on the Kaizen Marathon Championship & House Keeping in the FY2008. We continue to pledge our support and request for your support too.

Remember we are aiming to have Customers for Life.

External Customer Training - Yamaha

The TUGA Yamaha Division organized their first in-house training for its customers on the 16th May 2008 attracting more than 30 customers.

The Training organized by the Yamaha Sales Manager David Mudangi together with the Training Manager Futsum Yosef was a success and lots of feedback came through from the customers on completion of the one day training.

Companies present included; Spedag Ltd, Fowede, Kuehne & Nagel, MTN Uganda, UWESO UK Trust, Saracen Uganda and The Monitor Publication.

The clients were trained on Preventive Maintenance Service Skills and to their dismay they realized that not all problems on their bikes would require rushing to the workshop. They were equipped with the skills that

would allow them look after their bikes in order to prolong the lives of their mobility tools and more so add value to their organizations through cutting down of unnecessary costs as well as minimize the disruption of their daily operations.

The one day course was crowned with a Certificate of Attendance brief



Arthur Blick briefing the riders before the practical session in Arua

ceremony and a few goodies to take home.

In abide to reach out to our customers regionally, A YRA was organized in Arua District targeted for the UN/NGOs in the area such as UNHCR, DED, IRC, OPM, DDHS to mention only.

We commend our team, Yosef Futsum - TM, David Mudangi - YSM, Ibrahim Kawooya - YT and Joanita Wangoolo - CRO for the tremendous job done up there not to forget Arthur Blick who actually conducted the theoretical and practical training.

We at TUGA hope to expand our operations into the West Nile region in the next financial year and thus activities such as driver training and other marketing programs will give us leverage and acceptance in the region.