

# WHEELS



A CUSTOMER MAGAZINE FROM VOLVO TRUCKS · #1 2020



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of Volvo Trucks visits India

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The next wave of connectivity for  
trucks to infrastructure



# THE REAL YOU IS WHO YOU ARE FROM WITHIN

2 YEARS  
FITTED PARTS  
WARRANTY



His love for the game has always been endless. After all, the passion runs through his veins. So why shouldn't he let it out? At 51, Dhirendra can still score more goals than his 22-year-old counterparts. A lifetime of keeping himself healthy and training his body to work like a well-oiled machine has paid off. It's been so many years, and the game still feels effortless. After all, when the inside is strong, the outside performs. Just like our Volvo Trucks. [#YouGetOutWhatYouPutIn](#)

Read more on [volvotrucks.in](#)

## GENUINE VOLVO PARTS

Volvo Trucks. Driving Progress



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# A SIMPLE STEP WITH FAR REACHING BENEFITS

## EQUIPCARE

**An idea that has changed the Procurement, Supply Chain Management and Service Support for good.**

Ambey Mining Pvt. Ltd. (AMPL) is a large mining company, with operations pan India and major mining projects in West Bengal, Jharkhand, Chhattisgarh and Orissa. As the operations of AMPL grew, so did their fleet of tippers and skilled manpower to deliver efficient, productive and profitable operations. This required the effective use of equipment and manpower in all projects, depending on the needs to make the best use of the infrastructure. As a result the challenges were best-in-class service and maintenance of the tipper and higher retention of the manpower.



**A**MPL came up with a novel idea of creating an independent company called, “Equipcare” to take care of procurement of equipment, service & maintenance of tippers, hiring, training and competence development of the drivers and technicians, and last but not the least sourcing of spare parts and lubricants for tippers.

Few years ago, AMPL had taken a wise decision of creating a fleet of a single brand of mining tippers and today they have a fleet of over 300 Volvo FMX tippers. AMPL's turnover is expected to cross Rs. 900 crore in 2019-20 and has manpower of over 5000 people.

Currently the major sites of operation include Rajmahal near Dumka, two sites near Asansol, Katapahari near Dhanbad and Amrapali and Daltunganj near Ranchi. The fast paced growth is reflected in the current production of 2 lakh plus Cu.M per day, which includes OB, coal mining and transportation.

#### **An initiative that is already paying rich returns.**

It was in July 2018, the new company Equipcare was born with a focus on equipment procurement and maintenance, as well as supply chain management as an independent profit center. Today Equipcare has around 900 people with its main workshop in Durgapur for major engine and gearbox overhaul, a central warehouse for parts and lubricants, a fabrication facility

for rebuilding of tipper body's, HEMM Buckets, Undercarriage and conversion of old tippers into tankers and fuel bowzers and developing of mobile service vans.

#### **As the business grew, so did the needs of the business.**

With a fleet of over 300 Volvo tippers which is a mix of 15 year old to the latest Volvo FMX tippers, spread across 6 to 7 major project sites, inventory control became a major challenge. Depending on the need, different project sites were receiving spare parts from Volvo as well as secondary vendors. This created a problem of proper fitments and different warranties and excess inventory.

“Earlier various secondary parts vendors used to visit our site and request the people-in-charge to certify the quality of parts for procurement. This would leave the decision of judging quality, certification of parts and finalizing of commercials with multiple players.”

Parts sourced from different vendors resulted in different life spans. This resulted in higher number of breakdowns lowering the uptime of the vehicles. The other concern was to identify the problem of breakdowns. The spare parts sourced from different vendors were put together in the tippers and no one vendor could be held responsible. Management of lube inventory was another challenge, as any lube available was used at project sites and it was at

**“With single vendor procurement, it has removed the multi-level decision making and ensured ethical practices of procurement. Today 80% of the procurement takes place from OEM with rate contracts. With one point control the entire parts procurement process is managed at central level, streamlining the entire process of parts supply chain management”**

MR. SARUP AGARWAL - BUSINESS HEAD, EQUIPCARE



**“All in all, Genuine Volvo Parts are vital to maximizing uptime and achieving the most profitable truck ownership possible.”**

MR. SARUP AGARWAL - BUSINESS HEAD, EQUIPCARE

the discretion of the Service Technician at site. The life span variation of spares could not be defined and the secondary parts changed the assurance of the vehicle life span, thereby causing problems with Preventive Maintenance.

“As a large organization, our tippers are moved from one project site to another depending on the production requirement. Maintaining the tippers from other sites was a challenge, since the model of tippers varied and not all sites were stocking spares for all models.”

When we studied the issues arising from use of parts from secondary suppliers, the bigger picture became clear. It was “penny wise, pound foolish” to use secondary parts and save some money initially and creating problems at the level of inventory, fitment, variation in life span of parts and supply chain management. It resulted in higher inventory management, higher downtime and lower efficiency of operations. “The difference between excellent and poor quality goes far beyond appearance. You can't see the choice of materials or tolerances, for example, but they make a big difference over the long run.”

**It pays to put your eggs in one basket.** We had the advantage of only Volvo tippers fleet. So we decided to bring in a synergy of Aftermarket support through sourcing Genuine Spare Parts and Lubricants from Volvo after careful evaluation of cost and advantages.

This decision of Equipcare has worked wonders for AMPL's efficiency and productivity, resulting in better profitability for the organization. The synergy of parts from a single source has ensured that procurement of the parts is planned well in advance, with better inventory and supply chain management.

“With single vendor procurement, it has removed the multi level

decision making and ensured ethical practices of procurement. Today 80% of the procurement takes place from OEM with rate contracts. With one point control the entire parts procurement process is managed at central level, streamlining the entire process of parts supply chain management.”

Equipcare is the first organization to sign a Rate Contract for parts with Volvo. This has resulted in better rates, consistent supply, easy availability and efficient parts supply management, across all project sites. The costing, sourcing and supply is managed centrally, which has stopped variation of suppliers, rates and different warranty periods. The result is better parts and lubrication management with centralized control of cost and supply. The uniform source of lubricants has ensured that the quality is maintained across all project sites.

Equipcare has also built an expertise in fabrication such as converting old Volvo tippers that have completed their lifespan for mining application, but are good enough for applications like water sprinklers and fuel bowzers. They also build Service Vans on truck chassis for use in mines.

“Our easy access to Volvo parts helps us in refurbishing the old Volvo tippers into tankers and bowzers”. This is a win-win situation for both Equipcare and AMPL.

For AMPL, the uptime of the Volvo Tippers is better than ever before with flexibility to use Volvo Tippers wherever and whenever to meet the dynamic production requirement. This idea of Equipcare, an independent organization to take complete responsibility of service and maintenance of Volvo Tippers and all other equipment— is paying rich dividends.



# HOW TO PLAY

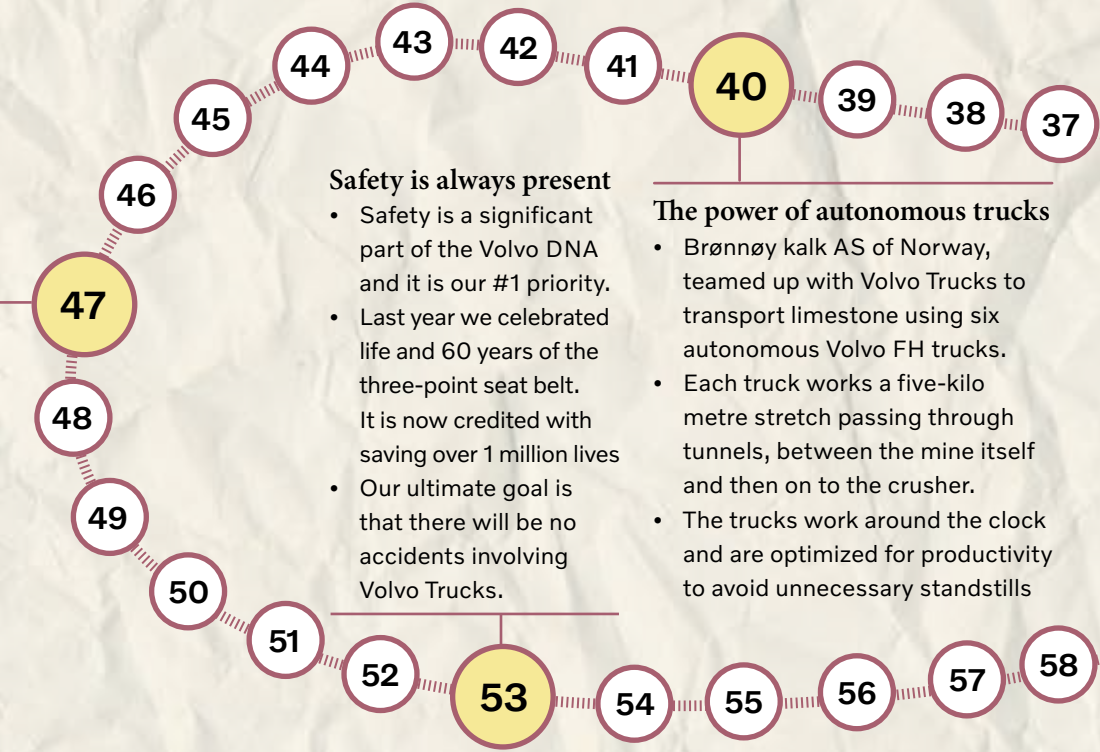
You need a dice and playing pieces. Before you start, each player throws the dice and the highest number goes first. Land on a yellow circle and either jump forwards, backwards, skip a turn or get another throw. Good luck!

# TAKING CARE OF TOMORROW

At Volvo Trucks, whether we are here in the moment or looking far into the future, every day is about taking care of tomorrow – creating better opportunities for our customers, for their customers, for the planet and for future generations to come. Our trucks play a key role in moving the world we want to live in. And it continues every day.

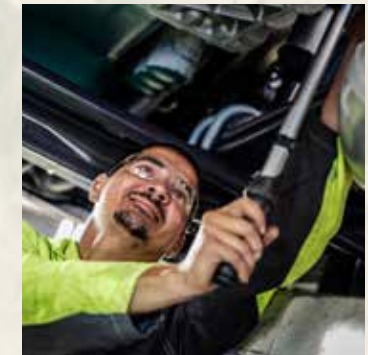
### Intelligent business partner

- Today billions of devices communicate with each other, and trucks are no exception.
- Volvo truck becomes a high-tech business partner that not only looks after itself with online software upgrades and analysis, but also maximizes productivity on demand.
- Volvo Trucks uses connectivity to prevent unplanned stops and predict service intervals.
- In the future connectivity will have more innovations that will benefit autonomous transportation, safety and driver well-being.



### We like looking after your truck

- We know your truck better than anyone else and what it takes to keep it performing as it should - increasing your productivity and efficiency every day
- We put a lot of care, time and energy in to getting it right, with our large service network



### It has to be seen to be believed

- The Volvo FMX can handle some of the toughest conditions always ready to be pushed to the limit.
- It's a mining giant - with a strong chassis that strives to reduce impact and help you focus on getting the job done.
- The FMX is built to operate efficiently in the harshest of environments - maximizing uptime.

### Making drivers feel at home

- Volvo Trucks continually strive to understand the needs of every driver in a constantly changing world.
- We are fine-tuning elements of comfort, security, practicality and equipment.
- Long journeys feel truly effortless, almost like shrinking the distances.
- Suddenly, home doesn't feel that far away



### Tapping potential

- Solutions are customized for the segment they operate in to achieve highest efficiency and productivity.
- Providing customized aftermarket support wherever the projects are being executed to ensure the trucks keep running and support the customers in meeting the project deadlines.

### Smooth transition

- Volvo Trucks took a holistic approach and created the Volvo FL Electric and the Volvo FE Electric. Trucks that make our cities cleaner and quieter – today and for the future.
- It is part of our responsibility to develop the right truck for the right environment.
- That's why electromobility is here to stay.



### Care for the environment

- Care for the environment has been one of Volvo's core values and various initiatives have been taken in this direction to reduce emissions and providing transport solutions with alternate fuels etc.
- Volvo Trucks have identified the need of the hour to save mature trees and is pioneering the Tree Transplantation solution to transplant mature trees and thereby lessen the impact on the environment.



# Customer Success #1 Priority

At Volvo Trucks, we are committed to our customers success. We aspire to be the preferred partner in the industry. In this issue of Wheels, we speak to some of the long serving employees in the organization to who employee-customer relationship is their passion. Let us understand, why these individuals are committed the brand Volvo.



“Driver Training is key to improving the operational profitability of the customer.”

HARI BABU, MANAGER, CUSTOMER TRAINING

“A Mechanical Engineer with Automobile as specialization, I joined Volvo as a Training instructor in 1998. I was short listed and trained by Swedish Trainer Mr. Peter Romberg. We started training the first batch of drivers at DTC, with an aim to train the drivers even before the first batch of trucks rolled out and we achieved it”.

“At Volvo we realized that there was a lack of good commercial drivers in the industry. There was a gap on road safety and driving skills to make them better drivers. We knew that even if we could change a fraction of drivers it will help the community”.

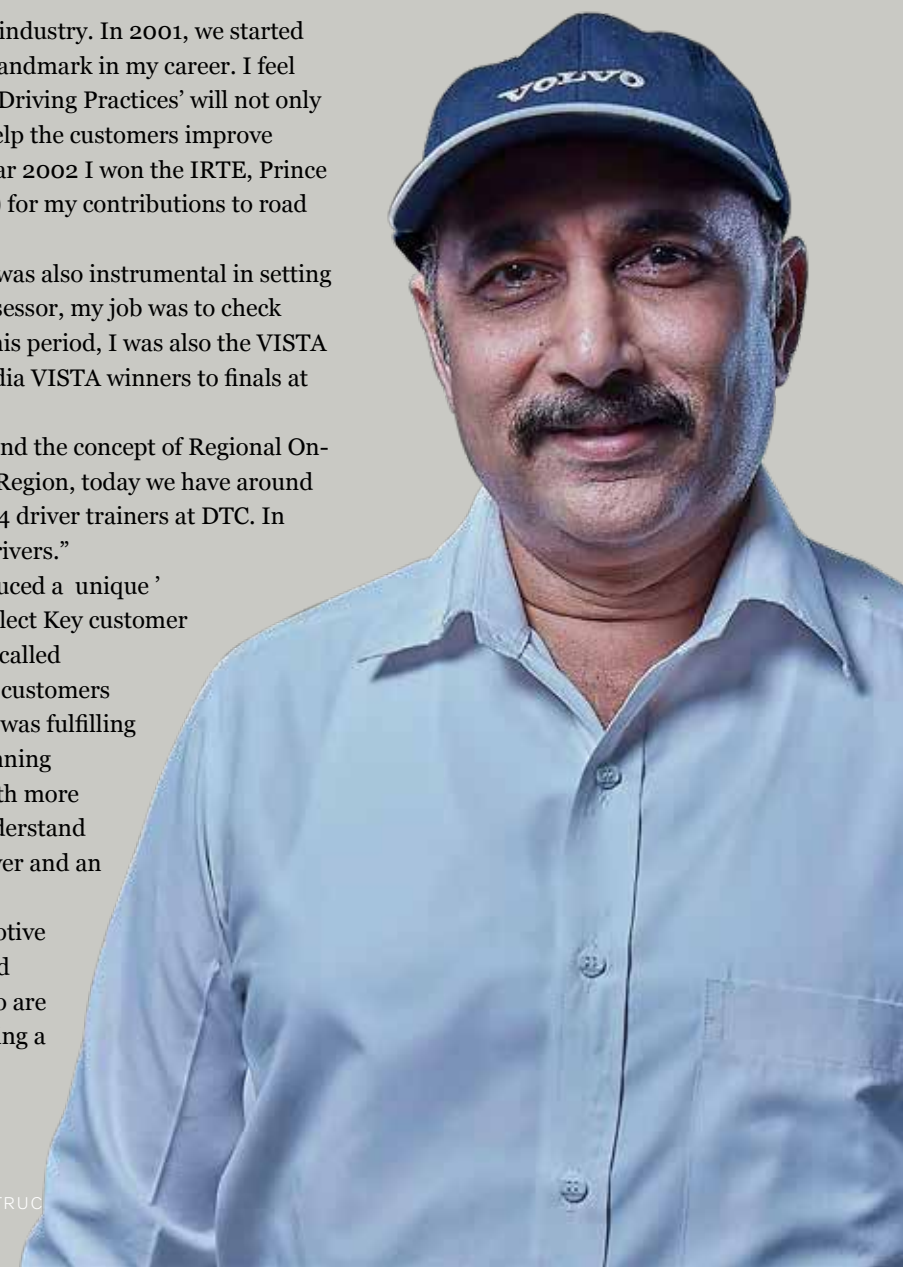
“Volvo is the pioneer of Driver Training in the CV industry. In 2001, we started training the first batch of Volvo Bus Drivers another landmark in my career. I feel that educating customers and the drivers of the ‘Best Driving Practices’ will not only help drivers to be safe and productive, but will also help the customers improve operational efficiency and the bottom line.” “In the year 2002 I won the IRTE, Prince Michael Award (India Road Traffic Education Award) for my contributions to road safety.”

“In 2005 I was assigned to technical training and was also instrumental in setting up of CDC. We started technical courses and as an assessor, my job was to check and develop the competence of technicians. During this period, I was also the VISTA market leader and had the opportunity to take the India VISTA winners to finals at Sweden.

“Competition was catching up on driver training, and the concept of Regional On-site trainers was introduced. It started from the East Region, today we have around 14 trainers working from all our Hub workshops and 4 driver trainers at DTC. In 2018, we crossed the landmark of 100,000 trained Drivers.”

“As a part of driver engagement activity, we introduced a unique ‘Best Driver’ competition in the year 2007 at some select Key customer sites, later it was merged with the global competition called FUELWATCH and it became an open event to all our customers and India started to participate in the global finals. It was fulfilling to see the Indian driver perform well and at times winning the international event. This competition brought forth more demand for driver training as customers began to understand the difference in fuel efficiency between a trained driver and an untrained one.”

“Volvo as a brand is highly respected in the automotive sector, the organization’s Values of Quality, Safety and Environmental care are so human values. We at Volvo are managed by a good management team and we are doing a good job.”





## “When the Customer becomes your friend, you know you have cracked the code to Customer Satisfaction”.

RAJEEV MENON, DEPUTY MANAGER – ADMIN AND PROCUREMENT.

Rajeev Menon joined Volvo Trucks as a Regional Sales Co-ordinator in New Delhi in 1997.

“In those days Volvo was one of the few multi nationals in the country and I used to feel really proud when people looked at me in admiration, every time I said I work for Volvo”.

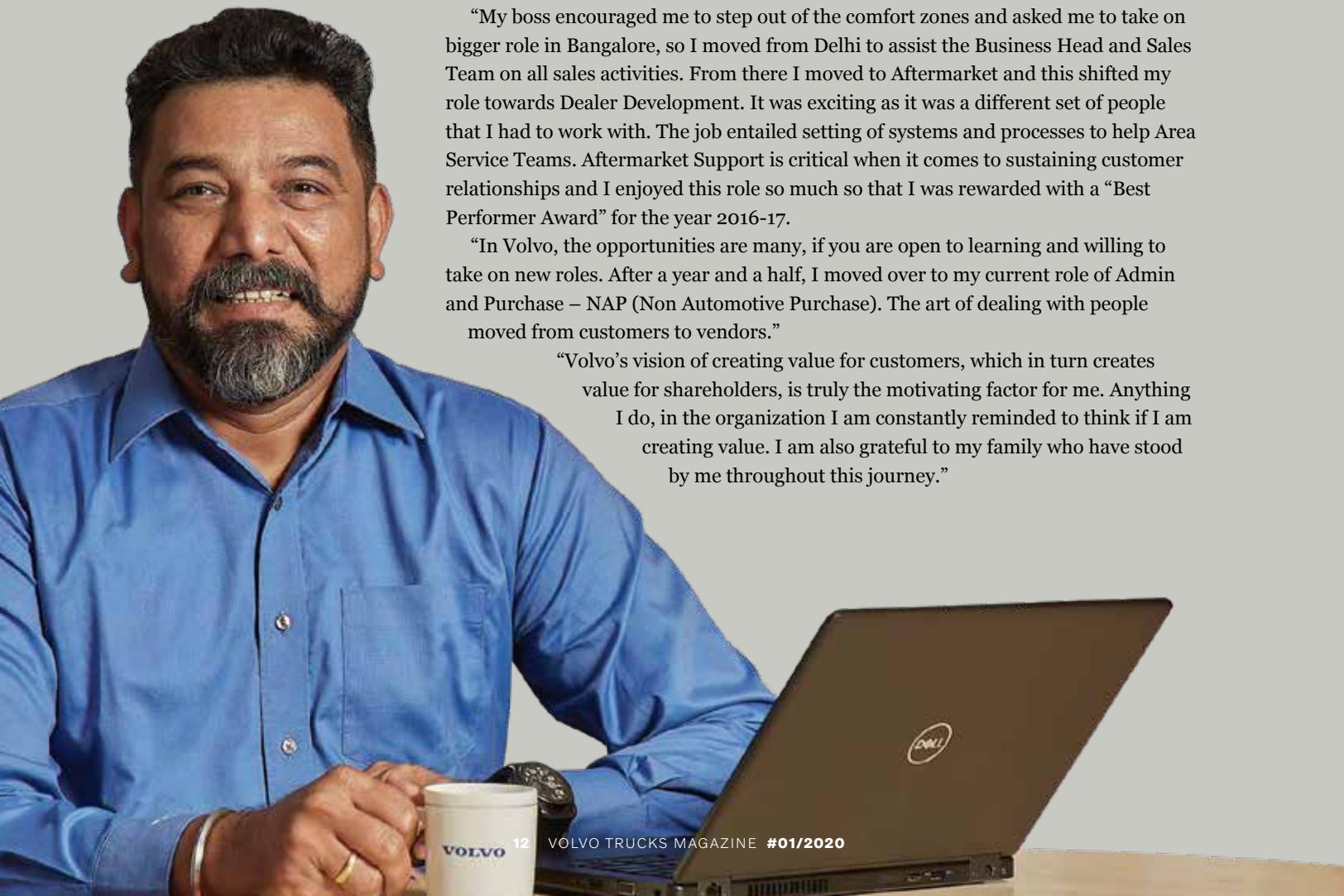
“My role as a Regional Sales Co-ordinator in Delhi, gave me an opportunity to work closely with the customers and the Sales team. In the many years that I spent in Delhi, I developed such good relationship with the customers and had the freedom to interact with them directly.”

“Many people joined and left the organization, but I continued as I loved my job; the customers were more like friends. When my Regional Head used to say, customers will give an appointment if Rajeev speaks to them, was when I understood the true meaning of building a relationship with the customers. The Volvo Way is prevalent everywhere in the organization. Passion and Respect to the Individuals, these are the values that makes working for Volvo very satisfying.”

“My boss encouraged me to step out of the comfort zones and asked me to take on bigger role in Bangalore, so I moved from Delhi to assist the Business Head and Sales Team on all sales activities. From there I moved to Aftermarket and this shifted my role towards Dealer Development. It was exciting as it was a different set of people that I had to work with. The job entailed setting of systems and processes to help Area Service Teams. Aftermarket Support is critical when it comes to sustaining customer relationships and I enjoyed this role so much so that I was rewarded with a “Best Performer Award” for the year 2016-17.

“In Volvo, the opportunities are many, if you are open to learning and willing to take on new roles. After a year and a half, I moved over to my current role of Admin and Purchase – NAP (Non Automotive Purchase). The art of dealing with people moved from customers to vendors.”

“Volvo’s vision of creating value for customers, which in turn creates value for shareholders, is truly the motivating factor for me. Anything I do, in the organization I am constantly reminded to think if I am creating value. I am also grateful to my family who have stood by me throughout this journey.”



## “Uptime is critical and availability of parts is an important factor that contributes to it.”

SENTHILKUMAR S, DEPUTY MANAGER – AFTERMARKET

“MY JOURNEY with Volvo began in 1998, as a Warehouse Assistant in Volvo Trucks. Volvo had just started its journey in India and there was no exclusive central warehouse. We operated from a dealer building store in Hosakote. Subsequently two dealerships were set up in Bhiwandi and Gurgaon and my job was to support these two dealerships by ordering parts from Sweden.”

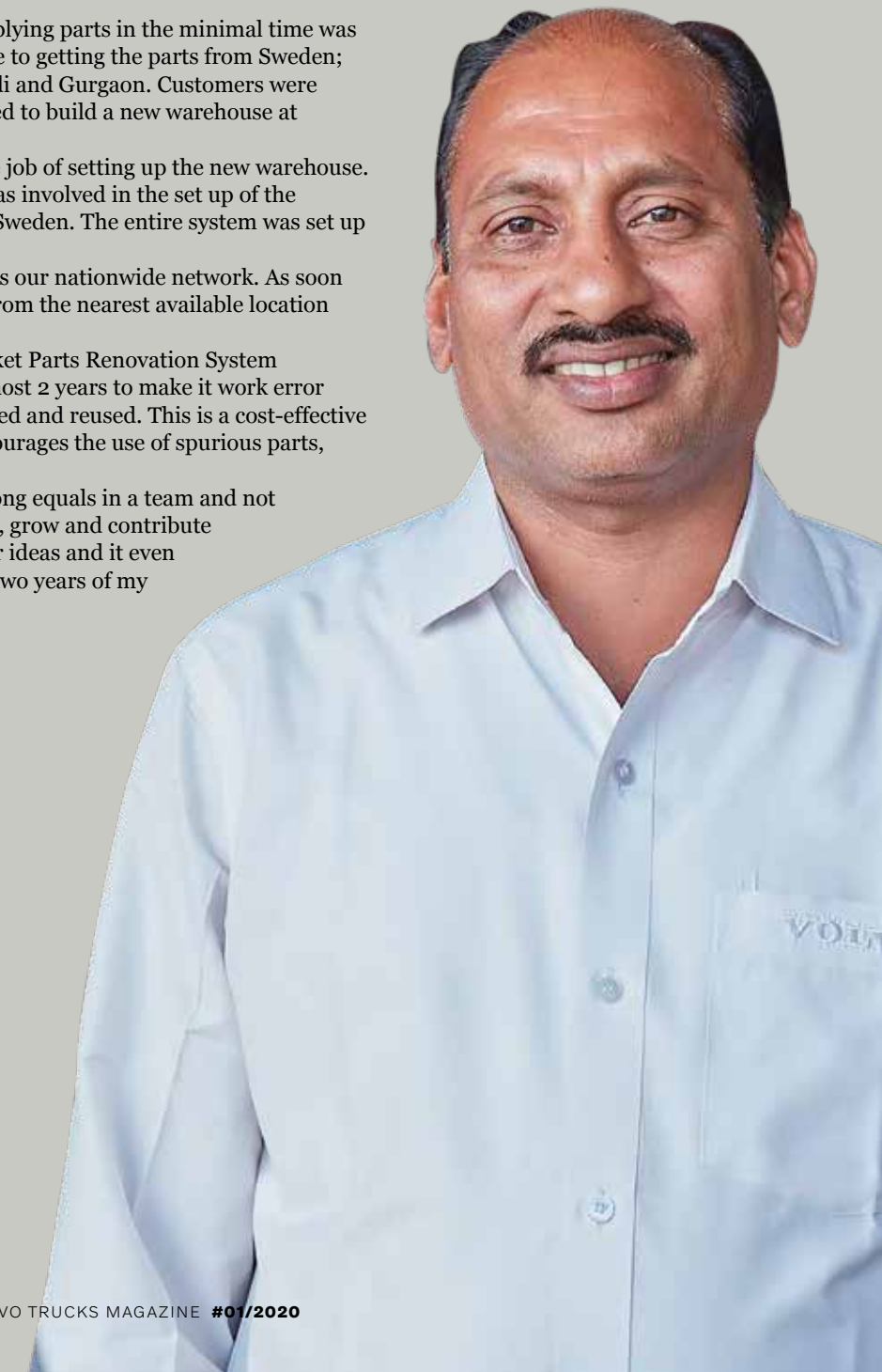
“By 2001, our customer base grew. Ordering and supplying parts in the minimal time was becoming a challenge. There was a time lag when it came to getting the parts from Sweden; separating them manually and dispatching it to Bhiwandi and Gurgaon. Customers were bearing the brunt of logistics time and it was then decided to build a new warehouse at Hosakote to store the parts.”

“My job got interesting when I was entrusted with the job of setting up the new warehouse. It was the beginning of the digitizing the warehouse. I was involved in the set up of the AS400 system, where we could order parts online from Sweden. The entire system was set up in a matter of 10 days.”

“This has made the accessibility to parts so easy across our nationwide network. As soon as the customer places a request, the parts are sourced from the nearest available location and shipped to minimize the downtime.”

“The Volvo Group in 2004 set up the Volvo Aftermarket Parts Renovation System (VAPR). It took us 6 months to build the system and almost 2 years to make it work error free. This is a beautiful system where parts are refurbished and reused. This is a cost-effective and environment friendly solution by Volvo. It also discourages the use of spurious parts, which affects the performance of a Volvo. ”

“I like the Volvo work culture. The work happens among equals in a team and not as a boss and subordinate. I have the freedom to explore, grow and contribute to the organization. We have an opportunity to share our ideas and it even gets implemented, when the value is perceived. Twenty two years of my working life, I am happy I am with Volvo.”





# MOVING KIRUNA

When officials in the northern Swedish city of Kiruna realized that mining work threatened their living environment, they made a drastic decision: to move the entire city.

Special transporter Mikael Wallner and one of his Volvo FH trucks became part of the huge relocation project.

**It's not every day** we carry something this precious!" shouts Mikael Wallner as he inches his Volvo FH truck forward as slowly as possible. Through the autumn mist, a highly unusual load is visible on the trailer. Part of a 120-year-old building that functions as a local museum is being transported five km to a new location in the fast-growing 'new' city of Kiruna.

Around 20,000 people live in this atmospheric setting deep in northern Lapland, where the world's largest iron ore tunnel mine was founded in 1900. For over a century, miners have tunnelled so deep that they have now literally undermined the town. The resulting subsidence, known as deformation, has weakened the structure of buildings and opened huge cracks in the earth itself, which grow wider and several metres closer to the city every year.

If a move did not take place now, it was feared that much of Kiruna would collapse into the earth over the next century. This fear led Luossavaara-Kiirunavaara AB (LKAB), the Swedish state-owned company that operates the mine, to make the momentous decision to move the parts of the city affected – houses and all – around four kilometres to the east.

While the majority of buildings have been demolished and rebuilt in the new location, many historical and culturally important structures have had to be relocated – carefully and gently, using trucks, trailers and power tractors, as well as equipment needed for precision lifting and placement.

The particularly significant object being safely transported to its new location on this day is Hjalmar Lundbohm's garden, a listed building that now serves as a local museum. Hjalmar Lundbohm was LKAB's first manager in Kiruna, who made a major contribution to the design of the city. "We will move some eight to ten houses in total," says Mikael Wallner. "Some, such as this one, have to be moved in parts. We'll move Hjalmar Lundbohm's garden in three installments, as the whole building is too big to move in one go. We will transport it around four km, a route that will take us about half a day to complete."

As the historic buildings all weigh between 120



## THE MINE AND THE RELOCATION PROJECT

Luossavaara-Kiirunavaara AB (LKAB) produce around 80 per cent of all the iron ore produced in the EU.

They employ around 4,000 workers and are 100 per cent owned by the Swedish state. LKAB is committed to creating a 'green buffer zone' between the mine and the remaining buildings on the original site in Kiruna. They

have targeted a smooth transition, where dialogue with the community is open and constant and financial compensation has been offered to those affected. So far, around 650 million euros have been paid out to the community and property owners. Another one billion euros have been reserved for the ongoing project.

**"We'll move Hjalmar Lundbohm's garden in three installments, as the whole house is too big to move in one go."**

MIKAEL WALLNER,  
COMPANY OWNER AND TRUCK DRIVER



### THE MINE

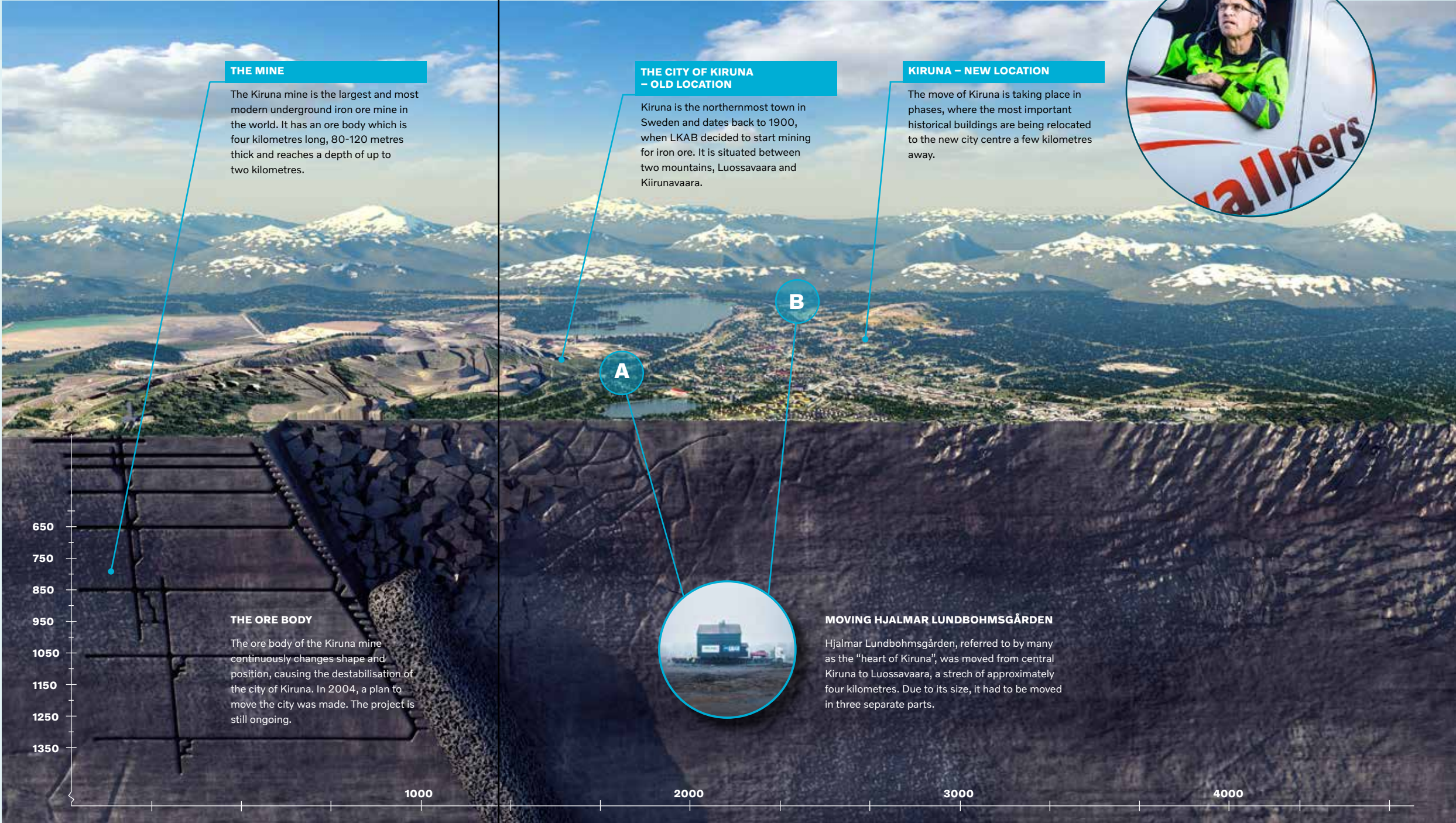
The Kiruna mine is the largest and most modern underground iron ore mine in the world. It has an ore body which is four kilometres long, 80-120 metres thick and reaches a depth of up to two kilometres.

### THE CITY OF KIRUNA – OLD LOCATION

Kiruna is the northernmost town in Sweden and dates back to 1900, when LKAB decided to start mining for iron ore. It is situated between two mountains, Luossavaara and Kiirunavaara.

### KIRUNA – NEW LOCATION

The move of Kiruna is taking place in phases, where the most important historical buildings are being relocated to the new city centre a few kilometres away.







and 330 tonnes, all weights on the trucks must be calculated precisely so that balance is maintained. Apart from the physical challenges, the main logistical concern when moving buildings is keeping on schedule so that traffic on public roads is not delayed. The routes along which the structures travel must be closed off and strictly controlled.

**Mikael Wallner explains** that the roads have been well prepared for the big move. Building company PEAB, which has overall responsibility for this specific project, constructed special routes to and from the buildings, as many were remote and without roads leading all the way to the door. “They also had to move poles, bus stops and other obstacles to clear our route,” says Mikael, adding: “Permission was also needed from Kiruna municipality, to ensure carrying capacity for bridges and aqueducts.”

A heavy-duty project such as this naturally depends on tight teamwork between several parties. Firstly, PEAB exposes the foundations, then sub-contractor Veolia hoists the structures onto beams using hydraulic jacks. According to Mikael Wallner, the hardest part is lifting the buildings. “Veolia lifts the buildings from the ground, using Volvo wheel loaders and excavators to palletize them. My colleague Lars Alm, and I then load the houses from the beams. Like everything else, the more you prepare, the better. Preparation is absolutely key.”

Having spent 40 of his 60 years on the road, it is no understatement to say that Mikael Wallner is a hugely experienced driver. Born into an agricultural family, both his grandfather and father have owned haulage firms. When setting up himself, Mikael chose a different sector than his family when deciding to focus on special transports – hence the

Kiruna assignment. “The job is different every day. I like it when there are challenges – that’s when it becomes interesting!”

When out on site, Mikael normally works together with colleague Jan. The pair have been part of the same team for around 30 years and trust each other implicitly with all the logistics involved.

**“I feel secure** when working with Jan. It’s vital to stay calm and take it easy. The toughest job we have is carried out by the person that goes alongside and manages the trailer – to keep track of slope, steering and level. The one who manages the trailer has greater responsibility than the driver.”

Hjalmar Lundbohmsgården is on the move. Mikael creeps forward as slowly as possible as the 30-metre-long structure sits securely on the trailer of his Volvo FH. Jan Alm stands at the side of the truck, guiding and making sure

balance is maintained. Ahead through the mist, PEAB and Veolia employees form a guard-of-honour for the building, ensuring that the way ahead is kept clear.

The five-kilometre relocation takes in the exit at the city’s Bromsgatan before the truck negotiates a slow journey along a closed-off main road, the E10. The final destination is reached via a small single-track road at Luossavaara. There are several interested spectators as the historic building is lowered safely onto the site where it will shortly re-open as an intact local museum.

Meanwhile, Mikael Wallner recalls that he has actually moved many large items that are hard to transport, including aeroplanes and boats. The only things left on his and Jan’s bucketlist are submarines and helicopters. “But at least now we’ve participated in moving a city!” he says. ■

M WALLNERS  
SPECIALTRANSPORTER AB

**Founded in:**  
2001.

**Owner:**  
Mikael Wallner

**Number of employees:**  
10, of which 3 are trained road transport leaders.

**Number of trucks:**  
8 of which 4 are Volvos.

**Volvo truck models:**  
3 Volvo FH16, 1 Volvo FH12.

**Big customers:**  
Nordschakt, NCC och Skanska.

**Loads:**  
All types of special transport.





# When safety matters

Delivering Ready mix concrete to a depth of 300 mtr was the biggest challenge at a zinc mine near Bhilwara, Rajasthan. Only Volvo FMX could meet the stringent safety standards that the application demanded for safe and reliable operation.

Hindustan Zinc, the largest producer of Zinc in India operates the Rampura Agucha in Rajasthan near Bhilwara, which is also the largest zinc mine in the world that has reached a depth of over 300 meters. There is still a lot more Zinc that can be mined and the company decided to go deeper through underground mining as it isn't feasible to continue open cast mining further. Today, the depth of the underground mine has reached over 500 Mt.

MR. JAGDISH GURJAR  
PROPRIETOR, JAGDISH SERVICE CONTRACTORS



When Hindustan Zinc decided to go underground, there were a lot of challenges and the primary concern was safety at such depths. The requirement was to strengthen the underground tunnels by shotcreting. Shotcreting involves spraying of a mix of cement, sand and aggregates to provide immediate support to the roof and side walls of a tunnel soon after blasting. With this tunnels could be made safer for miners, by preventing the loose rocks from falling and damaging equipment and creating hazards for people. There are more than a 1000 people who work underground and being responsible for their safety is of prime concern. This process involves transportation of Ready Mix Concrete to the depth of over 300 Mts, from where it had to be further delivered to a network of tunnels of the underground mine through a shaft. The concrete then had to be further transported by special underground concrete carriers to the new tunnels for shotcreting.

**“Terms and conditions of these mines were very stringent. Volvo’s Cooling System, Superior Brakes, Automatic Fire Separation and High Power Engine with the best-in-class reliability were the key parameters for selection.”**

MR. ANAND RAJ - SR. EXECUTIVE, PRISM JOHNSON LIMITED  
RMC (INDIA) DIVISION



This complex operation is unique because in a typical mining operation, the trucks go empty to the mining pits and carry load of overburden or ore to the stock or dump yard. Hindustan Zinc operates the mines, and has very strict safety norms for the concrete transportation.

The safety norms are so strict that most of the truck operators or trucks available in India couldn’t qualify.

Prism Johnson Limited RMC (India) Division, finally met the stringent norms and got the contract to set up the RMC plant and supply concrete to the shaft location at the mining pit. Prism RMC after much R&D zeroed in on the Volvo FMX chassis which not only met, but also surpassed the safety norms and operational requirement, thanks to the advanced features that is characteristic of the truck.

**A first-of-its-kind operation for Volvo FMX in India** Volvo FMX, being a premium segment truck compared to the other truck chassis available in India, was the unanimous choice for the first of its kind transit mixer on an 8x4 chassis. It’s a challenging application that demanded the best vehicle in the market. We spoke with Mr. Anand Raj, Senior Executive, Prism

Johnson Limited RMC (India) Division, about the application and Volvo’s role in the same.

“Terms and conditions of these mines were so stringent, that the only other option was a specialized transit mixer called Normet, which is made in Europe and is priced more than double the price of a Volvo. Volvo turned out to be cost effective solution with all the necessary features. Volvo’s Cooling System, Superior Brakes, Automatic Fire Suppression System and High Power Engine with the best-in-class reliability were the key parameters for selection.”

“Volvo has been a right choice for us thanks to it’s higher load carrying capacity on the slopes going down to 300 Mtr at a slow speed, assisted by highly effective braking, which is the main reason for Volvo’s success.” Prism RMC has over 100 concrete mixing units across the country and the unit at Hindustan Zinc has been recognized as the safest plant among the Prism Johnson RMC units in India and this year, the team is more than confident to win the Safety Award for the third time in a row, with the Volvo Trucks in their fleet.

**How things fell in place** Mr. Jagdish Gurjar was supplying the labour to Prism RMC when the

Hindustan Zinc contract was awarded. He was asked to provide transit mixers on a Volvo Chassis. Mr. Jagdish saw the opportunity and decided to take on the challenge. He acquired three Volvo FMX chassis and got the transit mixers fitted on to them at Bangalore, with the support of Volvo team.

“We handed over the transit mixer to Prism RMC and the performance of the Volvo trucks has been extremely good. It has fulfilled the requirements of safety and productivity.”

The performance of Volvo FMX transit mixers have inspired Mr. Jagdish Gurjar to venture into mining transportation segment, as he feels he has found a true partner to match his ambitions.

**“The performance of the Volvo trucks has been extremely good. It has fulfilled the requirements of safety and productivity.”**

MR. JAGDISH GURJAR - PROPRIETOR,  
JAGDISH SERVICE CONTRACTORS





ROGER ALM, PRESIDENT OF VOLVO TRUCKS

# “I want us to have an entrepreneur’s mindset”

The customer has always been central for Roger Alm, President of Volvo Trucks. With 30 years’ experience behind him, he talks about the importance of understanding customers’ needs and adapting the business to match them.

TEXT SUSANNE HANSEN PHOTO PATRIK OLSSON

**R**OGER ALM’S INTEREST in trucks, especially those from Volvo, started at an early age. His neighbour in Vetlanda, in south-eastern Sweden, was a Volvo dealer and it was there that he became inspired by the quality of the products and the strength of the brand. Roger Alm’s first job was in product development at Volvo Trucks’ special vehicle unit. He then went on to work in the service market.

## What does working in the service market mean today?

“It’s hugely important. Service has always been and will continue to be extremely important for the whole of our operations and business. Through service, we help customers to get their trucks back on the road. It’s where we build important relationships and create trust. It’s been a lot of fun to help out as a technician

## ROGER ALM

**Born:** in 1962 in Vetlanda

**Education:** certified upper secondary school engineer

**Leisure time:** Roger Alm enjoys playing golf and spending time with the family. He likes skiing and has taken part in the annual cross-country ski race Vasaloppet.

at workshops from time to time. I have even worked alongside the winners of our competition for workshop technicians, VISTA.”

## How was that?

“It was rewarding and I learned a lot. Today, the work that is done by technicians is really advanced; it combines a great deal of technology and a demanding work environment where they offer our customers round-the-clock service. By joining them, I want to show my appreciation for the work they do.”

## You have also tried your hand as a truck driver, haven’t you?

“Yes, I did that when I was working in Brazil. I sometimes borrowed a truck for the weekend and drove off in it. I lived in the cab and was able to experience our products out on the road. This is also important as a way to understand our customers and their needs. I would happily do it again.” ▶

*“The customer should always be in focus and we need to be involved in developing our customers’ business.”*

ROGER ALM, PRESIDENT OF VOLVO TRUCKS

## You have spent a total of 12 years working abroad. What have you learned from this?

“How important it is to adapt leadership to suit different countries and different cultures. The customer should always be in focus and we need to be involved in developing our customers’ business. I have worked in Australia, Poland, Slovenia/Croatia and Brazil and the way to sell trucks varies from one country to the next. Customers are also different. So, if we are going to be successful on a market, we need to understand what applies there and create strong relationships with our customers. At the same time, it’s important to establish the Volvo Group’s culture and values in our work with customers so they understand exactly what we represent.”

## In your view, what makes for good leadership?

“Leadership and culture are strongly linked. I really believe in empowerment. Good leadership is a question of trust and getting other people to act. But we must take responsibility for delivering what we have agreed to. I want us to have an entrepreneur’s mindset.

“Good leadership creates an open, honest, clearly defined culture. This gives us employees who are engaged and prepared to take responsibility, who feel that they are making a contribution. I prefer straightforward speedy ways of working.

“We need to focus on being ‘One team – One direction’, always with the customer’s needs in mind.”

## Are you that kind of leader?

“You need to ask other people that question! But I hope so. I try to be myself, listen to other people and have no thoughts of prestige.”

## What should Volvo Group employees feel when they go to work?

“That it’s fun to go to work. They should go home on Friday for a much-deserved rest after a

good week and return on Monday feeling happy. I want them to feel involved and that they are part of the big picture.”

## How important is collaboration within the Volvo Group?

“Incredibly important. GTO builds our trucks, GTT develops the technology, GTP is responsible for important purchases and VFS supports our customers with financial solutions. I hope we can strengthen our partnership and our relationships even further. This is extremely important for our success to continue. Together with Volvo CE, we are also able to offer our customers a complete solution, with several different types of product, which is totally unique in our industry. We need to keep taking advantage of this.”

## Which future challenges do you see?

“During the past few years, we have experienced good growth and development in all our markets. It’s important for us to be prepared in order to manage changes that can occur without much warning. We will always be able to sell trucks, but we need to develop business models and make sure that we are able to adapt our size to match new conditions. We also need to continue to deliver high-quality products and help our customers achieve profitability with their Volvo trucks.

“What’s more, we need an effective product plan that is able to match the increasingly high demands that are made by our customers and the world around us.”

## Roger Alm’s career at Volvo Trucks

**2004–2010** Responsible for Volvo Trucks Eastern European Region, **2010–2011** President of Volvo Trucks Latin America, **2012–2014** President of Volvo Group Trucks Latin America, **2015–2016** Senior Vice President Volvo Group Trucks Northern Europe, **2016–2018** Senior Vice President Volvo Trucks Europe, **2019** President of Volvo Trucks and a member of the Volvo Group’s Executive Board since January





Roger Alm participating in a film production ahead of this year's VISTA competition. His first job was in product development at Volvo Trucks' special vehicle unit and he has a great deal of experience from different markets.

#### Could you explain what you mean?

"Well, one example is the more rigorous legislation within the EU when it comes to carbon emissions. We have to adapt ourselves and our products to comply with it. But I'm not worried. We hold a powerful, leading position when it comes to new technology within electromobility and automation. At the same time, the development of the diesel engine continues."

#### You were there when the first electric truck was handed over to a customer. What was that like?

"It was fantastic! I'm proud of what we have

achieved and what it means to all of us working at the Volvo Group. It's also great to see that Vera, our first fully autonomous, electric and connected transport solution, has created so much buzz. And more new and exciting products are in the pipeline."

#### What is it like being a member of the Volvo Group's Executive Board?

"It's an honour and it's touching. I've been working here for 30 years and it's a great honour to help lead this fantastic company. I have really looked forward to this." ■



## ROGER ALM INDIA DIARIES

I visited India for the first time recently, and during the same I had the opportunity to meet a few customers across the industry we operate in and also some key officials and one thing was clear - The world is changing at an ever-faster pace. But there is one thing that stays the same: the need for safe and efficient supply of goods to households, companies and municipalities. The demand for transport will grow. Certainly in new forms and under different conditions. But the need will remain and we will be there to take on the challenge. We will have to take our innovative powers and safety philosophy to new levels. And we are looking forward to this. Because we are driving progress. It's what we have been doing since the beginning. We will keep doing it for a long time to come. The journey into a safer and more sustainable future continues.

While speaking to customers, a few key take-away for me were that - While we are in the B2B business, we are more importantly in the people-to-people business. Our range of solutions have enabled us to provide Premium Care to our esteemed customers and helped them realize all the benefits and productivity advantages from our products and services. Services is an increasingly important part of the complete business solution. We must continue this work in order to remain a company that creates value for its customers, its employees, society and its owners - both at times when the economy is strong and when the situation is more challenging. The work we are doing in the here and now will always be the foundation on which we stand.

Over the last 22 years in India, we have created many firsts in the industry, which included innovative product platforms, unique aftermarket solutions and competence development programs that set new standards and created benchmarks in the industry. Our focus has always been to offer transport solutions that meet the changing needs of customers to drive progress. In this short span, we became the leader in India in the high performance Mining and ODC business. The next revolution in India is on the express logistic business and the Volvo FM380 4x2 solution that has been seeded is a state-of-the-art technology, with a vision of Increasing productivity and profitability by making assignments faster, safer and easier for drivers. Our unmatched customer support comes as standard - from the first mile to the last.

Whilst I have joined the India growth story recently, I am truly convinced that with our successful partnership with VECV, we will soon be known as leaders across all segments that we operate in. We will continue to drive more solutions across businesses, as we are a company that is placing lifecycle cost for the customers at the core. Also, we already convinced that we should continue to keep on investing in our infrastructure to improve our engagement with the customers as in past. Customer focus remains a top priority as we continue to expand the range of products and services offered under our strong brand suited to unique customer needs of Indian markets.



# DYNAFLEET

## The online tool for improved profitability

Dynafleet is Volvo Trucks Online Fleet Management System for improved profitability. You can see in real time the current location of your vehicles and vehicles' performance data that is critical to have control on your fleet. In addition, Dynafleet shows you the areas of improvement to support profitability in the long run. By providing clear and accurate information, the system makes it easier to take the right decisions.

### Connect your business

As the proud owner of your new Volvo, you get more than just a great truck, you get all new way of operating the fleet to make the business more productive and profitable.

### Problems dynafleet solves

Excessive consumption of fuel and time are the major impact on your business, that are caused by the way the trucks are operated and the fleet is monitored. Dynafleet answers your question – How do I get more from less?

### No more fuel wasted

Do you know how fuel efficient your drivers are? And why one is succeeding so much better than the other? The Fuel & Environment service saves you a lot of time analysing vehicle and driver data – and helps you find ways to cut both fuel costs and emissions.

### Dynafleet app

The Dynafleet app provides constant updates on the performance of your trucks and drivers – wherever you are. This makes it possible to easily pinpoint critical data and take immediate actions for reduced costs and better vehicle usage.

### Map out the whole fleet

No more phone calls or guessing. With the Dynafleet Positioning service, all the information that was difficult to get hold of before is now presented up front. Where is the truck at present? When will the driver arrive? Give this service two weeks, and you'll wonder how you were ever able to work without it.

“We were experiencing high fuel consumption and in October 2018 at a level of 0.60 kmpl and the team at Volvo Trucks engaged with us explaining the features and benefits of Dynafleet. We agreed on activating the telematics feature on the first 10 Tippers and a team consisting of a Driver Trainer and Assistant Engineer, got down to track the actual working conditions of each vehicle. The weekly reports were an eye-opener and showed us that corrections needed to be made in our operating systems, and using these reports the loading point and haul road were improved, a non-calibrated fuel dispensing unit was replaced and a refresher driver training was conducted. These corrections lead to a result of the fuel efficiency improving to 0.88 kmpl, which eventually translates into profitability for us. We chose Volvo Trucks machines because they not only offer excellent performance, but they are also backed up by these value-added services and reliable aftermarket support. We are confident that these Volvo Trucks will remain reliable throughout the 4.5-5 years mining project and help us maximize productivity while at it.”

### Sarabjeet Singh Chhatwal

Managing Director, S S Chhatwal & Co.

“I can see enormous potential in using Dynafleet. We live in a world where we struggle to make the most of our time, find the right information and work effectively. The shift to digitalizations has enabled us to sit back, and monitor our business operations at a single glance. Me & my team get to access our fleet and fuel information instantly, compare your drivers' fuel scores in seconds and make important decisions on the move. He also added “as the fuel consumption can be monitored on a day-to-day basis, it has helped greatly while filing tenders, because with manual filing the actual fuel efficiency can never be measured accurately.”

### Mr. V R Ramu, Director

Chennai Radha Engineering Works (P) Ltd.

“Our organisation structure and deliverable was almost perfect, until one day our team took part in the Volvo Trucks Fuelwatch competition in the year 2017. The driver came in second from last and that left us appalled and it was a wakeup call. We were advised to activate the Dynafleet App, to help us monitor the performance at site and also the driving habits of the drivers. As a first step, we immediately did the same, and also actioned a few other things on the side. Second being, having our own set of Driver Trainers who are trained by Volvo, worked together with every single driver at the site for a period of 2 years and the fuel efficiency improved by 0.2 kmpl to 0.3 kmpl, which translates into 25% saving. With Dynafleet we are even able to assess the performance at various sites and it helps to align the low performing sites with the high performing ones with corrective measures.”

### Mr. Sarup Agarwal

Vice President, Ambey Mining Pvt. Ltd.

“We bought 2 coal tippers, but never really managed to get the best out of them. We had a discussion with the Volvo team in Singrauli. The Area Manager came up with a new SOP. The Dynafleet tool was activated and the teams worked closely with us on specific parameters like Driver Training, Haul Road Maintenance, Loading and Unloading etc.

With Dynafleet reports enabled us to take corrective actions. The fuel efficiency went up to 1.3 kmpl from 0.95 kmpl which was an increase of 37%. We also noticed a commendable increase in the uptime. The vehicles were available at all times. In the past we did 1039 trips per day, and now we do 1299 trips per day. Dynafleet has helped us understand the Volvo performance and we have gone ahead and added 5 more Volvo Tippers to our fleet.”

### Mr. Sanjay Khemka

Managing Director, Sanjay Udyog Pvt. Ltd.





# STREET SMART

The next wave of connectivity can instantly connect trucks to infrastructure and other vehicles. It is opening up a new range of smart traffic solutions that increase safety, improve traffic flow and reduce emissions. In California, Volvo Trucks is exploring how this will impact the transport industry and how it could help communities struggling with heavy congestion.





**A** typical Volvo truck is connected to far-off cell phone towers and satellites to help it navigate with GPS or connect to fleet management services for maintenance. However, Volvo Group's connected vehicle specialists believe the next wave of truck technology will be more local. This could unlock the potential of connected vehicle technologies to solve major problems, such as making transport more productive and improving the quality of life for communities affected by heavy truck traffic.

They are working with a set of technologies that will allow a truck to communicate almost instantly with other vehicles and infrastructure around it. These include both medium-range radio waves that can "sense" up to 500 metres ahead, as well as high-speed 5G networks that allow vehicles to connect to the world around them at speeds up to 20 times faster than today's 4G networks.

"It will give the truck and the driver real-time information, which will enable them to plan and react to changes as they are happening. These technologies can lead to improved traffic flow, greater safety and more efficiency," says Jenny Elfsberg, who manages the Volvo Group Connected Solutions Innovation Lab in California, where she is tasked with establishing innovation partnerships to collaborate on emerging technologies, including connectivity.

**Like plenty** of other places in the world, California needs solutions to get its traffic flowing. The state already has a booming economy and a growing population. To add to that, the myriad of delivery services and car-sharing vehicles, fuelled by the state's innovative tech sector, have added even more vehicles to roads and highways. In many cities and transport hubs, congestion has gone from bad to worse in recent years, causing long and costly delays for both commuters and freight firms.



**"It will give the truck and the driver real-time information, which will enable them to plan and react to changes as they are happening. These technologies can lead to improved traffic flow, greater safety and more efficiency"**

JENNY ELFSBERG  
VOLVO GROUP CONNECTED SOLUTIONS  
INNOVATION LAB

## The benefits of connectivity

- The transport industry is set to see more and faster connectivity between trucks and the world around them, including other vehicles and infrastructure. This will significantly improve truck uptime.
- The growth of connectivity is being driven in large part by the development of technology in both trucks and infrastructure, as well as the availability of inexpensive hardware.
- Increased real-time connectivity can help solve traffic issues such as safety, congestion and environmental impact. It makes the gradual introduction of other advanced transportation technologies, including automation and electromobility solutions, possible.
- With its mix of forward-thinking government agencies and entrepreneurs, the State of California is emerging as a hotbed for championing innovative connectivity solutions that will revolutionize the way both people and freight are moved.



**JENNY ELFSBERG**

Joined the Volvo Group in 1998 while completing her degree project at Volvo Powertrain. She has worked with engine and software development in many different roles. From 2009–2018, she was Director Emerging Technologies at Volvo CE and led a team of research engineers who evaluated new technologies and developed new concepts.



**DR. ARAVIND KAILAS**

Specializes in translating tech trends and societal needs into business strategy and innovation. He has worked at the Volvo Group for over five years, strengthening organic innovation and public affairs initiatives through cross-sector partnerships. He promotes the company's creative assets and key technology positions in various forums and has been instrumental in establishing the Volvo Group as a trusted thought leader in California.



**“We’re in an exploratory phase right now, so government agencies and customers have a big role to play... By working together we can find the best paths to push the industry forward.”**

DR. ARAVIND KAILAS,  
RESEARCH AND INNOVATION MANAGER,  
VOLVO GROUP NORTH AMERICA

Luckily, California also has a head start in finding solutions: a culture of innovation and entrepreneurship, ambitious climate goals and forward-thinking government agencies.

So how will new types of connectivity help California improve its traffic? Tests in the city of Carson, south of Los Angeles, may show a path forward. As part of a state agency-funded R&D project, Volvo Trucks, alongside other partners from the private and public sectors, demonstrated a concept called ‘Eco-Drive’ by linking trucks to smart traffic lights along selected freight corridors. Via wireless communication, trucks obtain real-time signal phase and timing (SPaT) data from traffic lights when in close proximity. Each truck then integrates the SPaT data with its GPS co-ordinates and speed, as well as the traffic light location, to generate a real-time driving speed profile. This enables the driver to avoid sharp acceleration or braking manoeuvres as it approaches the traffic light.

**The overall aim** is to reduce stops and congestion, in order to improve health and quality of life in communities along freight corridors. Eco-Drive concepts are being evaluated on arterials near busy San Pedro Bay ports in Southern California. With around 70 per cent of imports and exports arriving in the US through California ports, allowing traffic to flow more efficiently along these connected routes can result in significant efficiency gains for goods flowing in and out of the US.

“Eco-Drive shows that it’s possible to put this tech to use – but it’s just the very beginning,” says Jenny Elfsberg.

In the future, she explains, these technologies can be employed for a myriad of efficiency improvements, like

providing green corridors to give priority to buses, dangerous goods vehicles or late cargo. Meanwhile, sensors on infrastructure could provide status reports and traffic info to fleet managers in order to plan routes better.

**“Today, there is a lag in the information drivers receive from their surroundings, because the data have to be sent up to the Cloud and back. But, in the future, the information will be optimized – almost instantly. It will also be more interactive,”** says Jenny Elfsberg.

Real-time information can help make traffic planning very dynamic and tackle the type of congestion problems cities in California and around the world are struggling with. Increased connectivity will also improve safety in autonomous driving solutions, which are gradually being introduced into society.

**Working from Volvo Group North America’s** satellite office in Costa Mesa, an hour south of Los Angeles, Dr. Aravind Kailas, Research and Innovation Manager Volvo Group North America is an expert on connectivity and works with public policy development.

“One major reason better connectivity is being made

possible is because electronics are becoming far less expensive and need far less battery power. And that makes it possible to add more sensors to both vehicles and infrastructure,” he says and adds: “We’re set to see more connectivity between vehicles and other vehicles and infrastructure, faster connections and more connectivity options – all this connectivity will solve more problems.”

Dr. Aravind Kailas also believes that partnerships with city governments and customers will be key going forward.

“In California, there are a lot of creative policymakers and tech innovators. It’s the right mix to develop and deploy innovative transport solutions. Currently, we are in an exploratory phase, so both government agencies and customers will play a huge role in making sure these new technologies become commercially available. By working together, we can find the right path forward.” ■



## The Eco-Drive concept

- Eco-Drive wirelessly obtains real-time information on traffic signals and timing data. It provides audio and visual feedback to truck drivers, allowing them to regulate and optimize their speed profiles.
- Eco-Drive has the potential to smooth traffic flow, reduce noise and increase road capacity.

## Enabling future connectivity

### SEVERAL DIFFERENT TECHNOLOGIES

In the same way that your mobile uses 3G for calls, Bluetooth to connect to your headset and Wi-Fi to connect to your local internet network, connected vehicles and infrastructures will rely on a variety of different short-range and long-range communications technologies. There is no ‘one size fits all’ solution to solve every transport issue.

### DEDICATED SHORT-RANGE COMMUNICATION

Real-time, short-range (around 300m) communication that does not rely on telecommunication infrastructure, such as mobile phone towers.

### 5G

The 5th generation of digital cellular networks. The network will be significantly faster than current capabilities (it is up to 20 times as fast as 4G LTE) and it is expected to advance machine-based, IoT-centric (Internet of Things) functionalities, which include autonomous and connected machines.



# Vista debut team “Black Diamond” ready for their first Vista experience!!!

Team Black Diamond representing VSPC Bhubaneswar is participating for the first time in VISTA Championship.

They have successfully completed all 3 Rounds of the VISTA 2019-2020 Competition.

Having an average experience of 10 months in Volvo, this team has only one goal in mind – to Learn and to use VISTA 2019-2020 as a platform for the future!

We asked this team about their experience on their journey in VISTA. This is what they had to say:



Team Black Diamond,  
Bhubaneswar

Team Leader:  
Indrojit Mallick  
Uptime Administrator

Team Members:  
Arijit Chakraborty  
Parts Technician

Ranajit Das  
Service Technician

Sankha Subra  
Banerjee  
Warranty Handler

How has been your experience in participating VISTA for the first time?

“VISTA has been a journey of learning so far. This experience has helped create a platform for us in future competitions as well. Through this competition, we have experienced the benefits of teamwork & overall development. Since we are a young team in Volvo, we have had an exciting and challenging experience”.

How did you prepare for the VISTA Rounds?

“We formed a team of 3 people who were posted in the Workshop. Once the VISTA questions were uploaded, we used to stay back in the workshop after work hours. On an average we would have put in about 12 to 13 hours every week working on answers during VISTA Rounds. We all took collective responsibility while answering questions and it helped us learn as well as challenge each other while brain storming to finalize the answers. We also used all possible Volvo applications to source answers from.”

What VISTA learnings have you implemented into your workplace?

“The quickest learning that we could implement was enhancing our usage on IMPACT and technical applications while carrying out Service & Repairs at the workshop. Additionally, Workshop Safety protocols and safe working practices have been put into practice through the Pitstop Challenge e-learnings. Team Work and dependency on each other for Service/Parts/Warranty related work has also seen a positive change. Good communication in a workshop environment gets results and, knowing each other as we do, we are able to make this work positively.”

Do you think that by participating in VISTA, it makes a difference to the Customer/business?

“Yes. It does make a difference. VISTA has a big role in developing our business and building the reputation of first class service for our customers. By gaining more knowledge, the number of errors reduce. This will go a long way in enhancing the Quality of Service/Repairs. As VISTA focuses on processes and usage of Volvo applications, not only as a Tool to gain knowledge, but also to ensure that the right service is provided in the right way.”

What tips would you like to give to other first time participating teams?

“Maximise your opportunity of learning through VISTA and don’t be bogged down by the marks you score. What you learn values much higher than the score you get. Face the challenges and enhance your interest in seeking information through hard work and dedication. And remember always to ensure that you follow the process and not take short cuts. Have patience even when you do not arrive at the correct answers as every learning is important. And lastly, enjoy every moment as VISTA is More than a Competition.”

The Team would also like to thank their Line Manager and the Workshop staff for providing a chance to participate in VISTA. They had constant support and communication being passed on from their VISTA Dealer Leader.

# Fighting the COVID - 19 with innovation

We are seeing unprecedented times across the globe, fighting an invisible enemy that is wreaking havoc. There are segments of the society like health workers, law enforcers, delivery boys of essential items, corporation and municipal workers who are striving to keep us safe. At Volvo, we have inspiring individuals who are contributing to humanity in small ways to help tide over this crisis.



VISTA Driveline, a dealer of Volvo Trucks& Buses has developed a simple and cost-effective face shield with his team, for the protection of the frontline warriors of COVID-19. This is believed to help doctors, nurses, supporting medical staff, paramilitary forces, sanitary workers and health workers to protect themselves.

The team of four - Sibi Mathai, MD of Vista Driveline, Hans Habeeb, COO Suracsh Filters, Pratheek, Design & Styling Head at Navgathi Marine and Sandith Thandasherry came together to build good quality face shield in their R&D center. The current 3D machine could create 2 masks in 20 mins – This is

based on the base plates. Currently they are able to do about 100 masks a day.

Taking inspiration from the designs available online, the team came up with a modified version on the request of Dr. Jose Joseph, Principal at Kottayam Medical College. Using 3D printers, they developed this essential device and the first batch has been sent to the Govt. Medical College for testing.

V. S. Sunil Kumar, the Minister for Agriculture in Kerala also tried the face shield and applauded the team for their efforts.

# Volvo FM380 8x4 23 Cu.m Tipper Proving its mettle

Volvo FM 380 8x4 23 Cu.m Tipper has been adjudged the Best Application - Tipper Award of the year by Equipment Times - a magazine of Construction and Infrastructure Equipment industry.





# DRIVING PROGRESS. It's our promise.

Today, we find ourselves in an extremely challenging situation because of the COVID-19 pandemic. But for us at Volvo Trucks, understand 'Uptime' is the time the truck is fully operational or ready to perform its duties and for our customers, higher vehicle uptime is more important than ever.

**CJ DARCL Logistics Ltd.** was to deliver a consignment to the Kolkata Port on 25 April, 2020. The truck with the consignment had a problem with the alternator and it stalled on the way. Nearest town was Ranchi 16 km away and the nearest service center was in Dhanbad.

With the ongoing lockdown, the driver Mr. Sukhdev got in touch with Upcountry Vehicle Pvt. Ltd [Volvo Dealer and Service Center]. This incident was reported on 23 April, 2020 and in the initial phase the engineers tried assisting the driver via Calls / video conference, but soon realized that it was not something that could be fixed single handedly.

The team at Upcountry sought the necessary permissions and 2 of their engineers, Mr. Ravi Keshri and Mr. Ravi Pramanik, headed to the breakdown site in the VAS vehicle.

The team followed the instructions to break the chain and took the necessary precautionary measures - such as face mask, gloves and hand sanitizers to avoid any possibility of infection in this pandemic situation. On reaching the site, the engineers attended to the problem on a war footing and resolved it by replacing the alternator. The vehicle was released after necessary checks and trials.

The Maintenance Manager, Mr. Sundar Singh at CJ DARCL Logistics expressed his heartfelt thanks for the timely support and the efficiency of the two engineers which ultimately helped them reach the destination on time.

**The West Bengal Fire and Emergency Service** uses a Volvo FM 390 with a Bronto Sky lift. This special vehicle is an integral part of the city's safety equipment and is based in the heart of the city of Kolkata in a famous area called New Market.

The vehicle developed some issues during the lockdown period and the Service Team consisting of Dipak and Subrata reached the spot at 11:00 hrs and attended the vehicle, maintaining all mandatory precautions and rectified the problem by 12:30 hrs.

Mr. Saroj Bag is OIC HQ (Officer- Incharge, Head Quarters) West Bengal Fire Brigade was impressed with the speedy response despite the lockdown situation. He



appreciated the team for resolving the issue in under 3 hours. He said that this type of response and service can only be rendered by Volvo team. He was also happy that no emergency calls came during the breakdown period.

**Sandhu Logistics** is an on-road customer based out of Jamshedpur. The customer was delivering a load from Usha Martin in Ranchi to the Kolkata port. The vehicle developed an issue and the driver managed to reach Uluberia, approx. 22kms from the Volvo Howrah workshop.

On receiving the call, Sr. Technician Sanjib Sana managed to reach the vehicle on his own @ 07:00hrs, taking all mandatory precautions Sanjib attended the vehicle and quickly diagnosed and understood that it is not possible to rectify the fault at that location. He managed to disconnect the trailer and brought it to the workshop. The faults were rectified by 11:30hrs and vehicle was released.

The customer was very happy that Sanjib had reached early in the morning because of which he was able to drop the load at Kolkata Port, and later rush to Haldia Port on the same day to pick up a return load to Jamshedpur. He was able to meet his deadlines, due to the timely support

# No distance is too far, when it comes to support

## Indian Strategic Petroleum Reserves

**Limited (ISPRL)** is an Indian company responsible for maintaining the country's strategic petroleum reserves. ISPRL maintains an emergency fuel store of strategic crude oil at three underground locations in Mangalore, Visakhapatnam and Padur (Udupi, Karnataka).

## Mangalore Refinery and Petrochemicals

**Limited (MRPL)**, is an oil refinery located at Katipalla, north from centre of Mangalore city. It is the only refinery in India to have two CCRs producing unleaded petrol of high octane. Currently, the refinery is processing about 14.65 million tonnes of crude per year Volvo Trucks are operating on these sites as special application vehicles operating the fire tenders. The VAS team at Hosakote got a call seeking help to set right the vehicles.

Amid the ongoing lockdown, the job of getting to another district from Bangalore was a huge challenge. It involved getting the required permissions from police and district administration for inter and intra district movement. Collecting print outs of PO, transit permission letter and health declaration format. Reaching the employees to fill up the self declaration, securing permission for internal movement (within the locality) and arranging food and basic amenities while travelling and during stay. Two of our technicians Mr. Lingaraju (Technician) and Mr. Ananth Kumar (VAS vehicle operator) left to Mangalore and Udupi to attend the break down trucks on 19th of April 2020. The team had to go through close to 30 security checks within the stretch of 400 km.

They carried enough food, water and bedding for the



journey. The team was equipped with washing soaps, sanitizers, gloves and goggles. The team reported at MRPL, Mangalore by 17.30 hrs inspected the trucks and handed over the necessary parts for repairs. The team left to Udupi from Mangalore and reached ISPRL, Padur, Udupi site by 19.30 Hrs. The team at any cost had to reach ISPRL, Udupi site before 20.00 Hrs on the same day since the belongings, vehicle and individuals had to be sanitized before permitting them to the site.

On arrival at the site the team members along with the VAS vehicle and belongings were fully sanitized and allowed to guest house. The job of replacing the clutch was initiated on the next day. It was observed that the clutch plate was subject to slip which had damaged the pressure plate and flywheel as well. The pressure plate and clutch plate was replaced. The flywheel was subject to minor surface heating. The flywheel had to be taken to a machine shop for machining, with the support of customer the flywheel was machined and installed back to the truck, simultaneously the annual service of the truck was carried out.

The team returned back safely to Hoskote post accomplishing the assigned tasks on the 23rd of April 2020.

# We deliver against all odds

**HD Enterprise** has an FMX 440 I-Shift which met with a mishap at the Vastan Site during the first week of March. By the time the surveyor reports came in and approval received for the repairs the lock down was in place. On 11 April with required permissions in place a team of technicians managed to travel from Ahmedabad to Surat.

The team consisting of Kundan Kumar and Yogesh Patil, site technicians started work on 12 April. It took them almost two weeks of hard work in these challenging times and they managed to put the tipper back to work on 25 April, 2020.

The customer was impressed with their professionalism and efficiency that they were given a letter of Appreciation on completion.





# A humble endeavor

It is satisfying to know that in the need of the hour, Volvo employees from various regions have come help people who are struggling for food and other daily needs during this lockdown period. Here are some of the heartwarming stories from across the country.

**Anirban Singha** took the initiative to distribute dry ration in the area of **Ichchapur, Shyamnagar** area in Kolkata and helped 30 families living under the flyovers, railway subways, etc.



**Rahul**, Area Engineer, helped people by distributing cooked food and subsequently with dry rations in the Dhirira Dhira village in the outskirts of **Jharsuguda**.



**Sukumar** took on the responsibility to distribute food packets in the **Malancha Beria area in Howrah** to 30 families of labourers who lived on daily wages.



**The Volvo Trucks team** at **Ramagundam** got together and supported the state laborers with close to 100 liters of edible oil for cooking. It was distributed using the local Corporator's guidance.



**Kartik** helped 18 families in the Kamakhya temple area in Guwahati.



**Mr. Konda Naidu**, a technician with Volvo, while commuting to a customer's site at **Sathupally**, Telengana helped few families with assorted vegetables along with other basic essentials.



**Monalisa** went to Gandamunda area in **Bhubaneswar** where she was able to support 11 families of daily wage workers through this campaign.



**Netai Karmakar**, along with 7 others have been distributing food among the daily wage workers and the under privileged in the Chokpara, Lichubagan in **Howrah**.



# We commit to Uptime Support

Volvo service technicians having been staying on track to make sure that our customers business keep operating. We commit to keep focusing every efforts to secure uptime for your operation.

Shared below are glimpses of the Uptime warriors, who have made sure we deliver on our promise.



Balsingh,  
Senior Technician



Imran Pathan,  
Technician



Rahul Tiwari,  
Technician



Lingaraju  
Service Technician



Ananth Kumar  
VAS Vehicle Operator



Dipak Manna  
Workshop Incharge



Subrata Das  
Senior Technician



Ravi Keshri  
Technician



Ravi Pramanik  
Technician



Md. Kalim  
VAS Vehicle Operator



Anil Munda  
Technician



Mosum Patra  
Technician



Sanjib Sana  
Senior Technician



Kundan Kumar  
Site Technicians



Yogesh Patil  
Site Technicians



Jagdish Barot  
Parts Technician



Bandu Saikar  
Site Engineer





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