



**MINUTES OF DIALOGUE BETWEEN PUSPAKOM AND CRAM
LATEST INSPECTION PROCEDURES AND PREMIER SERVICES**

Date : 15 November 2016 (Tuesday)

Time : 10.30 am - 12.30 pm

Place : Wangsa Maju PUSPAKOM

Chairman : Y.Bhg. Dato 'Ooi Win Juat

Attendance :

NO.	NAME	DESIGNATION	INITIALS
1.	YBhg. Dato 'Ooi Win Juat	HODept. Ops - Liaison & Advisory, PUSPAKOM	DOWJ
2.	En. Suffree Abd Ghani	Wangsa Maju Branch Manager	SAG
3.	Pn. Norhaida Abdul Kalam	Sr. Executive - CCSD	NAK
4.	En. Zaidi bin Madin	Customer Care Advisor	ZM
5.	En. Deva Dass	Assistant Manager - Fleet Licensing & System Operations, Mayflower ACME Tours Sdn Bhd	DD
6.	En. Vincent Peh	Vice President for CRAM, Venture Car Rental Sdn Bhd	VP
7.	En. Prabu Krishnasamy	General Manager, Sales & Operations, Insas Pacific Rent A Car Sdn Bhd	PK
8.	En. Dzulkifli Yunus Pn. Zarina Ashaari	Fleet Manager, Sime Darby Hertz Rent A Car Supervisor, Sime Darby Hertz Rent A Car	DY ZA
9.	Pn. Deborah Wong Pn. Suhana	Deputy General Manager, ORIX Car Rental S/B Sr. Executive, Fleet Admin, ORIX Car Rental S/B	DW S
10.	Pn. Maimun Hayun	Manager, KLIA, Kasina Baru (M) Sdn Bhd	MH

NO.	SUBJECT	MATTERS ARISING	ACTION
1.	Greetings	<p>DOWJ welcomed the CRAM members to the Dialogue and apologized for the deferment of the Dialogue session due to unforeseen circumstances that can not be avoided.</p> <p>DOWJ presented the latest inspection procedures and other matters relating to PUSPAKOM</p> <ul style="list-style-type: none"> - Update on the latest inspection instructions for petrol emission test / light brightness testing - Transparency Light Reading Test - The use of VOC <p>DOWJ also introduced the Primary Service PUSPAKOM like Van PMI, LMU and MIU</p>	N/A
2.	Petrol / Gasoline Emission Testing	<p>DOWJ informed that the petrol / gasoline emission test does not affect too much on Vehicles Drive.</p> <p>DOWJ explained the cause of the failure was driven by the lack of maintenance of vehicles and also due to vehicle exhaust modifications.</p>	N/A
3.	Light Brightness Testing	<p>DOWJ described the light brightness testing where PUSPAKOM only test Vertically which is the high brightness level of the vehicle lightings. Use of white lights are allowed as long as complying with an approved level of light brightness.</p> <p>DOWJ informed that many vehicle dealers have testing equipments as per owned by PUSPAKOM. Thus, the percentage of failure on light brightness test can be reduced.</p> <p>DOWJ informed gathering all the feedback from stakeholders before carrying out light brightness testing.</p> <p>MH inquired regarding availability of panel repair workshops on fixing the lamp and DOWJ informed that PUSPAKOM does not have a panel workshop in order to avoid “conflict of interest”.</p>	N/A

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4.	Windscreen Test	<p>DD told that there were cases where mirror testing passed the current Preliminary examination, but failed during the Periodic Inspection.</p> <p>SAG described the possibility of failure is caused by wear and tear</p> <p>DOWJ advised the CRAM Operators to submit complete information to PUSPAKOM in the event of such cases for further investigation.</p>	<p>N/A</p> <p>N/A</p> <p>CRAM</p>
5.	VOC	<p>DD informed that effective 1 January, 2017, the VOC is required to be purchased to replace JPJK2.</p> <p>DOWJ recommended that approval of the modifications be brought always for the purpose of inspection and also in the event involved a roadblock.</p>	<p>N/A</p> <p>FOR INFO.ONLY</p>
6.	Brake Testing	<p>PK has informed that he has 50 units MYVI stranded due to failing brake tests. This has affected the downtime and cost to his company. He sought co-operation from PUSPAKOM to resolve these problems.</p> <p>DOWJ proposed that a meeting to be held with representatives of PUSPAKOM and Perodua from the Engineering Department to identify the cause of the failure concerned. The cause of the problem can be proposed to the RTD.</p>	<p>PK</p> <p>Depart. Ops. L & A , Engineering Department and CCS Department</p>
7.	“Walk-Ins” are not allowed	<p>PK informed that there are problems with some branches that do not allow inspection for “walk-ins”. Among the branches are in Kota Kinabalu, Johor Bahru, Kuching and Penang.</p> <p>NAK requested that this matter to be escalated to Headquarters for further action.</p>	<p>PK</p> <p>CCS Depart. / BPS Depart. Division BMP</p>

NO.	SUBJECT	MATTERS ARISING	ACTION
8.	Banting Branch	MH informed that Banting Branch issues in terms of equipment frequently damaged and slow service.	PUSPAKOM Management in Banting
9.	Premier Services	<p>LMU DW informed LMU is insufficient, please increase / add more DW informed LMU often damaged, especially on the generator. Companies are required to reorganize appointment schedule.</p> <p>PMI S informed that:- - PMI has had an appointment and gave 3 reasons which are unacceptable. This situation frustrates the yard to lay their vehicles. - Appointments within 1 week unreasonable - Invoice service charge should be checked thoroughly, due to services of the vehicle was being charged even though it was cancelled. (more details will be submitted to the Department CCS) - Inspection staff are not customer friendly and taking the opportunity to check on Hertz because PUSPAKOM yard is located near the Padang Jawa (based PMI).</p> <p>DOWJ seek co-operation from CRAM to inform such matters with more details so that action can be taken. Feedback can be made to the official e-mail or directly to the management.</p> <p>MIU CRAM seek the co-operation of PUSPAKOM to prepare the site for inspection in bulk for all members of CRAM. The proposal is at KLIA area and also at the available site that is owned by the company KLAS.</p> <p>PK also informed that CRAM has many vehicles in Penang and appealed to be in schedule as well. Examination using LMU must also be considered.</p> <p>DOWJ explained that the matter to be regulated. CRAM to provide information concerning the volume of the vehicle, the appropriate inspection dates and PIC that can be reached.</p>	<p>PS Division</p> <p>PS Division</p> <p>CRAM</p> <p>Depart. Ops. L & A</p> <p>Depart. Ops. L & A & PS Division</p> <p>CRAM & Depart. Ops. L & A</p>

NO.	SUBJECT	MATTERS ARISING	ACTION
10.	Inspection Procedures	<p>Body-Marking DY noted some branches still require a rental vehicle drive to have “body-marking”. This happened in the PUSPAKOM’s Teluk Kumbar.</p> <p>DY proposed for this matter to be briefed on all branches.</p> <p>DOWJ explained that morning briefings will always be held at branches of PUSPAKOM.</p>	<p>BPS Department/ Division BMP</p> <p>BPS Department/ Division BMP</p> <p>N/A</p>
11.	Customer Service Call Center	<p>DD informed that the Call Agent at PUSPAKOM not providing his / her name when asked. Appointment procedures vary inconsistencies, such as Call Agent A request for full details, while the Call Agent B just asked for the caller ID only (even though the caller has a history of calling in)</p>	<p>BPS Department</p>

The Dialogue ended at 12.15 p.m. with appreciation note from DOWJ to CRAM.

Prepared by:

NORHAIDA ABD KALAM
 Setiausaha Mesyuarat
 Date: 16 November 2016

Approved by:

DATO 'OOI WIN JUAT
 Pengerusi
 Date: 16 November 2016