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## COVER STORY

**Scania Driver Competition sees  
Malaysian Winner**

## HEADLIGHTS

**Communication Is Key**

## IN THE WORKSHOP

**Spares. More than just Parts**

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# 125

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<sup>1</sup>Compared with the revised more stringent MB 228.51 limit, as measured in the MB OM 646 LA engine test.  
<sup>2</sup>Compared with the Volvo VDS-4 limit, as measured in the Mack T12 300 h engine test.

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# Should We go by Bus or Car?



stefan@asiantrucker.com

There are many reasons why you want to take a bus. You may want to go to a party and not worry about how to get there and back. Or, your destination is rather far and you don't want to drive that distance. It could also be easier in terms of logistics. The last weekend of September for example saw the Malaysian Formula 1 race take place at the Sepang International Circuit. There were literally dozens of buses. Many spectators have opted to use the bus instead of getting stuck on the highway when using their private vehicle. When on a bus, one may even make some new friends as it is possible to have a chat when not having to focus on the road. This was a great example of how buses can be highly effective and efficient in moving the masses.

However, almost every time I am in Singapore, Floyd Cowan, our resident Editor nags me a bit as I typically rack up a fair amount of cab fares. Looking at the connectivity and the routes, surely, I could make it to the meetings without a taxi. That said, when I am on a business trip, I don't really have the time to work out intricate schemes as to where and when to change the bus in order to get to my destination. Yes, buses are convenient, but they are also bound to pre-defined routes and times. With a taxi one can get right to the doorstep of the place one needs to get to. Which is also important when considering the climate here. Would you want to walk half a mile in this heat when you are heading into a meeting? Here is the good news though: more and more mega-cities are putting

well planned bus networks in place whereby smaller buses service the last mile and with these it is actually possible to reach specific destinations with ease. Adding to that are mobile Apps that allow for journey management and planning. In this edition of Asian Buses we are featuring some of the above and we track the progress of BRTs and other smart solutions.

Unusual. That is one word that would describe some of the buses we feature in this edition of Asian Buses. We have sightseeing buses, Hybrid buses and rolling restaurants for you this time. Our writer Farezza also took a ride down memory lane to unearth some stories about the fabled pink Bas Mini. Also rather unusual is our look behind the curtain where I will be talking about the people that we normally don't see. We all know that we need more than just good drivers, but when was the last time we really gave the ticketing officer a thought. Or a smile. Well, we may not anymore as we will likely purchase our tickets online and a simple QR code on our phone solves most issues when we want to take a ride. With rapid speed we see developments happening and it is certain that what is unusual today will be the normal tomorrow.

It has been a year since the last SPAD Industry Award and we were honoured to be part of the judgement panel again. Here, the Land Transport Commission is putting a huge emphasis on the safety aspects of any bus operation that they put up for nomination. Some 20 percent of the judging criteria has to do with safety. When looking at safety, one should look at this as a way to save money, not just as an expenditure. Any winner of the award or highly successful operator will confirm that a safe operation is also one that is more profitable. And we need to remember that the Malaysian road insurances are being de-regulated, which means that less accident claims will result in lower premiums. Or, in other words: better profitability. That said, it always saddens me when I see people totally ignoring the seatbelts that are provided on buses. They are there for a reason. Let's use them, shall we?

Hope to see you all soon and wishing you a safe journey.

Sincerely yours,

Stefan Pertz  
Editor, Asian Trucker Malaysia

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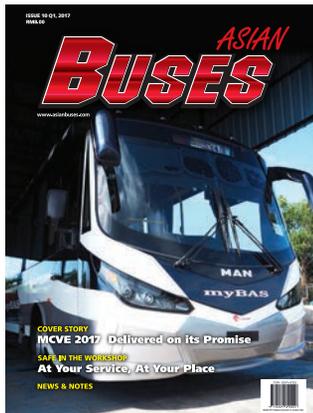
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# FUELLING BUSINESS FURTHER

Sin Hock Soon takes Shell FuelSave Diesel for a test drive. It delivered.

Since young, Tony Yew has been ambitious. He never settled for what he had, and that determination made Sin Hock Soon Transport Sdn Bhd, industrial transport and logistics provider, into the success it is today. So when it came to his business' fuel partner, he expected no less. In 2015, Sin Hock Soon started to use Shell FuelSave Diesel as their main fuel supply, right after Yew tested its claims of better fuel efficiency and cleaner engines.

## TAKING MATTERS INTO HIS OWN HANDS

Yew had been looking for more ways to further his business, and found that his operations were suffering due to vehicle performance.

"More than ten units were breaking down every month or so. The injectors were badly burnt and jammed with deposits." Investigating the issue, Yew discovered an alarming difference when his vehicles used Shell FuelSave Diesel and when they did not.

**"We have saved up to 6% on our maintenance costs since switching to Shell FuelSave Diesel."**

That difference greatly affects the business' bottom line.

## IN THE DRIVER'S SEAT OF FUEL EFFICIENCY

The result of 100 years of fuel research, Shell created a powerful detergent formula that helps prevent deposit build-up contributing to improved fuel economy over the lifetime of the vehicle. This same formula is used in Shell FuelSave Diesel, supplied in both skid tanks and retail stations.



Unlike the rest, the injector on the far right used only Shell FuelSave Diesel and stayed clean from deposits.

Wanting further evidence, Yew put Shell FuelSave Diesel to trial. He monitored the engine parts of trucks that were either filled with Shell FuelSave Diesel or alternatives, and the results were clear.

**"The injectors we used with Shell diesel had no problems. In fact, it still looked like new. From experience, the injectors would have darkened with residue in a short period of three months."**

## THE FAMILY BUSINESS JOINS SHELL'S FAMILY

All this solidified Yew's decision to work with Shell moving forward. With plans to expand his transnational business across Vietnam, China and Singapore, Yew is confident that this collaboration will optimise their efforts.

Sin Hock Soon stands as one of the largest service providers in Malaysia today, and has over 250 trucks of various capacities in their fleet.

Taking over the family business when they only had 40 trucks, Yew is now training the third generation, including the children of his siblings, so that all of them can be independent and carve their own successes.

**Start driving your business further with the fuel that works just as hard as you. Learn more about Shell FuelSave Diesel at [www.shell.com.my](http://www.shell.com.my)**



SHELL MALAYSIA TRADING SDN. BHD. (6087-M)

**"Partnership is crucial for the success of a business, as it's never only about yourself. That's why I've chosen Shell, and believe they'll help bring my business further."**

**- Tony Yew, Director of Sin Hock Soon Group**

**125**  
**YEARS SHELL MALAYSIA**  
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The above views are those of a real Shell customer who has used Shell FuelSave and may have been edited for brevity or clarity. The customer was not paid for his/her testimonial. Results were self-reported by the customer and have not been individually verified. Results are not indicative of future performance; individual savings may vary.



**Sby**  
Sustainable  
Bus of the Year

URBAN  
INTERCITY  
COACH

## Sustainable Bus of the Year 2018

**N**ineteen buses and coaches are running straight toward the final stage of Sustainable Bus of the Year Award 2018, that will be delivered at Busworld Kortrijk on 19th October. The prize, promoted by Italian magazine *Autobus* in cooperation with Politecnico University of Milan (in the person of professor Giulio Ceppi), is divided into three categories: Urban, Intercity and Coach. Launched in 2016, it's the first and only European award that acknowledges sustainability in the field of buses.

SBY comes to its second edition enriched with a prestigious showcase and an international jury, composed by French magazine *Mobilités Magazine* (Jean-Philippe Pastre), by the German editorial office Ntt (Wolfgang Tschakaert, also organiser of International Bus & Coach competition) and by Austrian magazine *1BUS* (Ernst Müller). Many of the candidates are alternative fuels vehicles. However, the award is characterised by a cross-cutting idea of sustainability, intended as the ability to establish a positive image of the vehicle to the eyes of the general public. Hence, in addition to low level of emissions, several aspects can come into play, such as safety (both for driver, passengers and pedestrians), comfort, noise, recyclability of components and the general environmental commitment of the manufacturer.

Coming to candidates, in the urban field there are seven contenders. They are Solaris Urbino 12 Electric, Vdl Citea S1fa-181 Electric, Irizar i2e and full electric version of Volvo

7900, protagonist of *ElectriCity* project in Gothenburg. Heuliez Gx 337 Electric, Vehixel Cytios 4 Cng (the only not-electric urban candidate) and the trolley bus Van Hool Exqui.City 24m complete the group. For intercity buses, two hybrids will take part to the challenge: Irizar i4 Hybrid and Scania Citywide Le Hybrid.

Beyond these, other contenders are the new Iveco Crossway Cng, Solaris Interurbino, Setra MultiClass S418 Le Business and Vdl Futura Fmd2-135. Coming to coaches, the latest arrivals Mercedes Turismo and Man Lion's Coach will face Setra ComfortClass S516 Hd/2, Irizar i6s Integral, Neoplan Skyliner and Futura Fhd2-106, the smallest of Vdl tourist range. Finalists will be announced in September. 📌

Sustainable Bus of the Year: the award "Sustainable bus of the year" award could be considered the outcome of Mobility Revolution Bus, the sustainability index that has been used for all vehicles presented and tested by *Autobus* magazine since the beginning of 2016. It is the result of a partnership between LifeGate and *Autobus*. The award also take advantage of Giulio Ceppi, Professor at Politecnico University in Milan's, contribution.

# Muzium Negara Pays Homage to Bas Mini

*Not forgotten, the iconic Bas Mini has a dear place in Malaysian history.*

**M**alaysian millennials who visit Muzium Negara are probably baffled as to why there is a tiny old bus, in pink nonetheless, at the museum entrance.

They might not know that that is the iconic Bas Mini Kuala Lumpur, commonly known simply as Bas Mini, the city's oldest and most popular public transportation, which was probably their parents' main mode of getting around within Klang Valley.

Bas Mini began its services on 23 September 1975 under the Transport Ministry. At the time, Bas Mini came in various colours namely blue-white, yellow-white, red-white, purple-white, and green-white. These colours told passengers which routes and destinations they would go to.

As they were tiny, Bas Mini could only carry up to 30 passengers at a time and did not have proper trip schedules.

They operated under a commission system where services were paid to operators based on the total of fare collected. The fare was initially just 40 cent. In 1991 it was increased to 50 cent and two years later to 60 cent per journey.

To compete with other operators, drivers would sometimes detour, causing nuisance to the passengers.

Three main companies namely Syarikat Kerjasama Pangaman (M) Bhd, Bas Mini Wilayah and Konsortium Pengusaha Bas Mini Sdn Bhd monopolised almost 60 routes while smaller operators could take only a few routes.

In 1990, the then Deputy Transport Minister Datuk Paduka Rahmah Othman ordered for all Bas Mini fleets to be in uniform colour, the signature pink-white.

Bas Mini seized operations on 1 July 1998 and was replaced by the bigger Bas Intrakota which later made way to RapidKL in 2005.

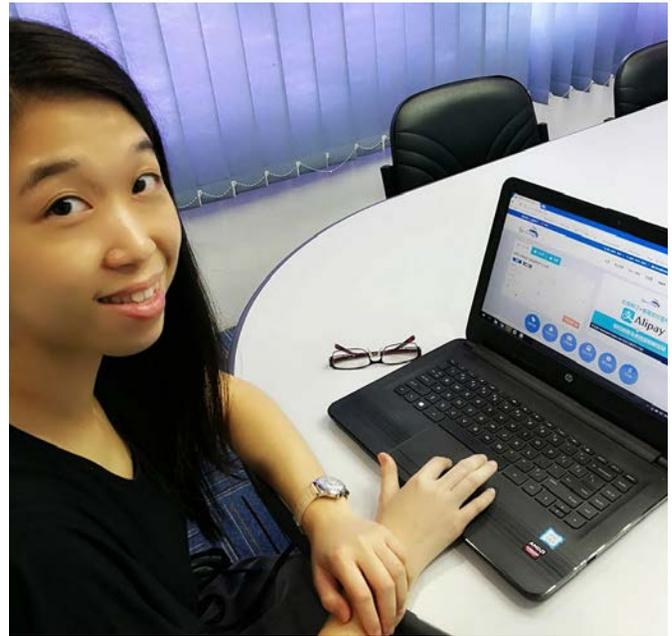
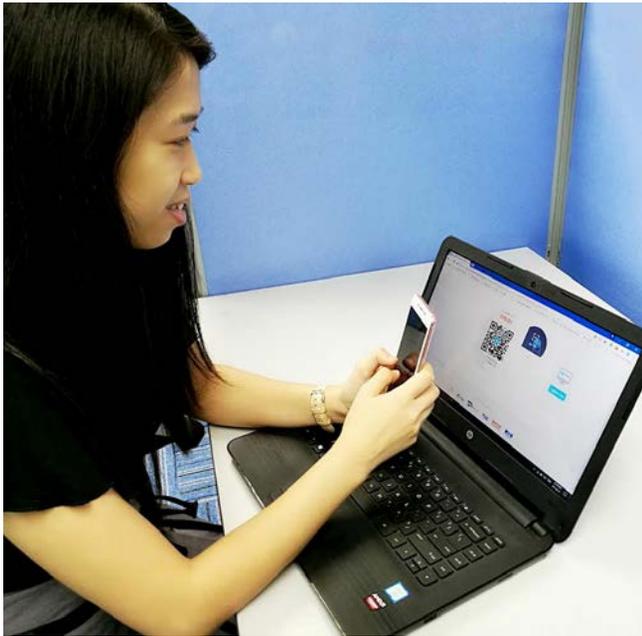
Netizens who have experienced riding on Bas Mini lamented in online forums of their transportation of choice of yesteryear.

On [www.bm.cari.com.my](http://www.bm.cari.com.my), netizen nasa\_m posted: "These buses were the best. The tickets were cheap and disco-like music was played. Drivers would even go on curbs to beat the traffic," while another commenter, leenaz reminisced: "The Bas Mini was always packed when I took it to go home after school. The conductor told me to stand on the door steps while he stood behind me to keep me from falling."

Bas Mini is also being honoured at the underground Muzium Negara MRT station where a black and white photograph of it is being featured on a column inside the station. Other vintage photographs of old public transportation are also being featured including a bullock cart, trishaw and rickshaw, taxi and the locomotive.

Writer's note: This writer's parents took her on a Bas Mini ride once in the early 90s when they visited Kuala Lumpur. Spoiled by the comfort of her parents' cars, the writer was mildly traumatised being in a tiny sardine-packed bus but was nonetheless intrigued by the colourful city characters that she shared space with. 📌





# BusOnlineTicket First Online Bus Ticket Portal to Accept Alipay

**B**usOnlineTicket.com, a leading one-stop online ticket booking portal for land and sea transportation featuring a large number of operators in Malaysia and Singapore, has announced the acceptance of Alipay in an effort to provide the most convenient services to the tourists from China. Following the announcement on the acceptance of Alipay, the customers of BusOnlineTickets.com can now book and purchase their bus, train and ferry tickets via Alipay, a popular mobile payment solution in China. The launch of the payment gateway on their website recently marks them as the first online bus ticket booking portal to introduce Alipay.

In preparation to the launch of Alipay, they also make their website available in Chinese language besides the existing English and Malay language. The aim is to make the process of booking and navigating in their website easy for the Chinese tourists, giving their Chinese customers more reasons to choose BusOnlineTicket as their preferred ticket booking destination for both land and sea transportation.

“BusOnlineTicket is a customer-first company. We place the needs of our customers as our number one priority, and are always striving to provide the most convenient services possible”, CEO of BusOnlineTicket Sdn Bhd, Mr Wong was quoted as saying.

With strong market presence in both Singapore and Malaysia, BusOnlineTicket.com today provides ticket booking services for buses that ply over 3 000 routes. Other

booking services that are available on BusOnlineTicket.com apart from the bus, train and ferry tickets include airport transfer, hotels, tours and bus chartering.

In addition, the portal allows customers to check the ticket availability prior to the actual dates of travel or accommodation. Travelling in Malaysia and Singapore is now even easier with Alipay on BusOnlineTicket.com.

Among the most famous routes booked by the customers of BusOnlineTicket.com are as follows:

1. *Singapore to Kuala Lumpur*
2. *Kuala Lumpur to Penang*
3. *Kuala Lumpur to Melaka*
4. *Kuala Lumpur to Redang Island*
5. *KLIA2 to Kuala Lumpur*
6. *KLIA2 to Genting Highlands*
7. *Penang to Langkawi* 🇲🇾

# MIROS Signs MoU with 3M Malaysia

*3M Malaysia shares expertise to help MIROS achieve goals.*

The Malaysian Institute of Road Safety Research (MIROS) recently signed a Memorandum of Understanding (MoU) with 3M Malaysia Sdn Bhd to commemorate the strengthening of a working relationship of cooperation and collaboration between both parties in road safety.

Signed by Dr Siti Zaharah Ishak, the Acting Director-General of MIROS and Parameswaran Nair, the Managing Director of 3M Malaysia, it was witnessed by Transport Minister Dato' Seri Liow Tiong Lai.

3M Malaysia was in support of MIROS acting as the ASEAN Road Safety Research Centre, which the latter was appointed in 2014.

Parameswaran said: "3M Malaysia is proud to support MIROS in achieving its goals for improving road safety in Malaysia and in the ASEAN region since road safety is the responsibility of both governments and citizens.

"As such, there is a need to continuously encourage individuals and organisations in the region to work together towards achieving a higher level of road safety."

Adding that with over 75 years of expertise in road safety, 3M is able to work with MIROS to improve road safety standards not only in Malaysia but also throughout ASEAN.

Liow expressed his appreciation towards 3M Malaysia for the support in bringing down the death toll due to road accidents, not only in Malaysia but also ASEAN.

He said this effort will help to achieve Malaysia's global goal in stabilising and reducing global road fatalities as aspired to the "Decade of Action for Road Safety 2011 – 2020."

"I would therefore like to call other organisations especially from the private sector to join our effort to make this world safer and improve our quality of life," Liow added.

The "Malaysia Road Safety Plan 2014 – 2020" vision was launched in November 2014 with the target to reduce the mortality index to 2.0 in 2020 (two out of 100 000). 





## Smart Selangor Bus, a Vision Turned Reality.

*From humble beginnings, Selangor's free bus service makes it into the Malaysia Book of Records and more upgrades are in the works.*



**W**hat started out as an “unrealistic” idea in 1996 has now made it into the Malaysia Book of Records on September 25, when the Smart Selangor Bus added its 100th bus into the fleet.

It was the brainchild of Dato' Tang Chang Khim, Senior Executive Councillor (Chairman of Investment, Industry & Commerce, Small & Medium Enterprise and Transportation), Selangor State Government.

“I was in Christchurch, New Zealand in 1996 when I used their free bus service and thought that this would be a wonderful thing to bring to Selangor and help manage the traffic situation. I presented this idea but back then, in

Malaysia, a free bus service seemed impossible,” he said, when met in his office recently. However, he persevered and the promise for a free bus service in the state was included in the 2013 elections manifesto.

“But we had no bona fide business plan, we did not know how to implement this so we structured Petaling Jaya and Shah Alam to each run a pilot project to see which is feasible,” he said. Petaling Jaya started by renting the buses where services, drivers and maintenance expenses were taken care of by the bus company while in Shah Alam, the buses were bought and the municipal council had to handle everything.

“The Petaling Jaya project was the feasible one as all they had to do was pay rent and the bus company takes care of everything else,” Tang said. With an allocation of RM3 million, Smart Selangor Bus officially took off on July 1, 2015, in Shah Alam, Klang and Subang Jaya with a total of 11 buses. The encouraging response from the public led to two additional routes in 2016, in Kajang and Ampang Jaya, with an increased allocation of RM10 million. By mid-2016, more local governments joined in and by then there were 15 routes and 52 buses.

This year, the budget increased to RM20 million with 100 buses in 11 councils with 30 routes. The total cost of the programme up to date is RM42.53 million where

RM33.53 million are borne by the state government and RM9 million by the local governments. Tang said this was because the former wanted local authorities to also be responsible for providing public transportations.

“The state government sponsored everything in the first batch but when we came to the second batch, we went to a one-to-one basis where they had to match every bus that we provided. This will also speed up the increase of buses for the people. Because of this, we now have 100 buses for the whole of Selangor, exclusive of Petaling Jaya who is now running their own fleet known as the PJ City Bus.”

Ridership of the Selangor Smart Bus for half of 2015 was 546 000 while in the year of 2016 it went up to 4.16 million. As of August 31 this year, the ridership was 6 million and Tang predicted that it would be at 10 million at the end of the year.

There was a drastic increase in ridership in Kajang after the Mass Rapid Transit (MRT) service opened there as one of the routes in Kajang is connected to the MRT station. In Klang, besides daily use, the buses also serve as a mode to promote tourism.

For every route proposed, the Selangor government imposed a condition that it should be connected with the LRT, MRT, KTM Komuter, bus stations, shopping complexes, schools, hospitals, government offices and so on. “Although we have 30 routes, we actually have created 30 networks with all these connections,” Tang said. The total route length is 938.49km.

Although the service is free for the public, Tang said the service was a great economic multiplier for the state. “Commuters don’t pay for the buses but they are not keeping the money they have saved in their bank accounts, instead they are spending it on other things so the money is still being put into the market.”

Among the challenges faced in introducing the service was in convincing people to take the bus, as according to Tang, it was very difficult to cultivate the habit of taking

public transport among Malaysians. Addressing this, the government set the bus frequency to 15 minutes as opposed to the 30-minute frequency initially proposed.

“In the city, where you cannot guarantee punctuality, we had to compensate with high frequency buses to convince people that the service was reliable. Convincing them it was totally free was also a challenge for us.”

The buses also had to be comfortable, equipped with air conditioner, CCTV and WiFi. There had never been any complaints of vandalism as the buses are taken care of by the drivers around the clock.

After making it to the 100th bus, Tang said the next priority is not to increase the number of buses but to focus on upgrading the service. There will be a mobile application where the public can get real-time information regarding their buses. “They will know when to expect their next bus, be it 10, five or even three minutes. If the traffic is heavy and it will take longer, commuters can plan their journey accordingly,” he said.

Setting up a sensor on the bus to collect data of ridership in real time is also work in progress. This is important in identifying what the peak hours are so frequency could be adjusted if need be. “Maybe increase frequency to 10 or five minutes during peak hours and lower frequency during non-peak hours, so we can optimise the service while still paying the same rental.” The Selangor Smart Bus stations will also be upgraded into “smart stations,” equipped with WiFi. All of the upgrades can be expected to go on trial runs as early as next year.

Tang hoped more people will change their habits and make travelling by bus a daily routine, be it a paid or free service. “What is of utmost importance now is to reduce private vehicles on our roads,” he said, adding that Selangor’s Public Transport Masterplan is to have a 60/40 ratio of people taking public transport to their own vehicles by 2035. ■



Public queuing to get on the 100th bus



Selangor MB Azmin Ali sticking the Malaysia Book of Records sticker on the 100th bus

# Events & Exhibitions

## COMMERCIAL VEHICLE WORLD 2017 (CVW)

Date : 16 November 2017 – 17 November 2017  
 Venue : The Westin, Pune  
 Contact Info: 08048521786 / info@yugenemeaa.com  
 Details : The CV World is the central forum for the community that develops vehicles and equipment spanning the on-highway, agricultural, construction, industrial, military and mining sectors. The need to increase safety, reduce CO2 emissions, and improve vehicle efficiencies for fuel savings is what drives the research and technology across all of the noted sectors.



## MYANAUTO 2017 EXPO

Date : 17 November 2017 – 19 November 2017  
 Venue : Myanmar Event Park Mindama, Yangon  
 Contact Info: +959778080285 / 016245 4791  
 Details : Whether your objective is to conduct market feasibility studies, seek local partners and distributors, increase existing market share in Myanmar, or simply maintain relationship with key clients while looking for new opportunities with foreign partners, you can be certain to meet your objectives in MYANAUTO 2017.



## CZECHBUS

Date : 21 November 2017 – 23 November 2017  
 Venue : Prague Exhibition Grounds, Holesovice  
 Contact Info: v.plockova@incheba.cz  
 Details : Czechbus, the specialised trade fair for buses, public transport, and garage and servicing engineering. Designed especially for professionals in transport and road transport operators. Regularly presented are over 20 bus and coach brands and many manufacturers and producers of bus parts and components. A separate section of the fair is garage and service technique. The trade fair is accompanied by a 3 all-day conferences, seminars and workshops.

## GULF TRAFFIC

Date : 4 December 2017 – 6 December 2017  
 Venue : Trade Centre Arena – Dubai World Trade  
 Contact Info: headoffice@informa.com  
 Details : At Gulf Traffic the leading traffic and transport manufacturers, integrators, distributors and service providers present their products and services. It attracts the senior decision makers within the industry like government officials, traffic police, contractors, planners and distributors. Alongside the exhibition, a conference takes place focusing on road safety and public transport.



## BUSTEC CHINA 2017

Date : 14 December 2017 – 16 December 2017  
 Venue : Shanghai World Expo Exhibition Center, Shanghai  
 Contact Info: 86 – 21 – 51870312 / 31082785  
 Details : Bustec China is a prominent and an annual international exhibition for passengers professionals with the theme Safe and Comfortable Green Energy. Exhibitors will get a unique platform and opportunity to showcase their products and services in front of a vast range of visitors which will help them to take their business to a new high.

## INFRATECH ESSEN

Date : 10 January 2018 – 12 January 2018  
 Venue : Messe Essen, Germany  
 Contact Info: 31 (0)10 293 3204 / s.vernooij@ahoy.nl  
 Details : Infratech covers the entire scope of infrastructure and focuses on Ground Works, Road Construction, Hydraulic Engineering, Utilities and Waste Management, Public Space and Traffic and Mobility.





## Malaysia Sprints Towards Sustainable Transport

*Asian Trucker writer Carol scored exclusive interviews with industry experts at the Sustainable Urban Transport Malaysia Summit.*

**A** sian Trucker was invited to the Sustainable Urban Transport Malaysia Summit 2017 held on the 5th and 6th of September 2017 at the Malaysian External Trade Development Corporation (MATRADE) Exhibition and Convention Centre. The event, organised by Malaysia Digital Chamber of Commerce aimed to raise awareness on the topic of sustainable modes of transportation and provided a platform for interaction between the experts and participants.

The summit was graced by industry experts and authorities, many whom are key leaders in their field to inform, discuss and examine policies and topics related to sustainable urban transport. Also present to officiate the summit was Dato' Sri Liow Tiong Lai, Malaysian Minister of Transport who praised the organisers for taking the initiative to organize this summit. Liow explained the concept of Transit Oriented Development (TOD) which addresses the last mile problem and described it as a "crucial topic" whereby the implementation is ongoing but will not be easy.

Among the issues discussed by Nicholas Dross, Head of Trade and Economic Relations of EU Delegation to Malaysia, was that, even though urbanisation has brought about many advantages to a society, many problems can arise without thoughtful and proper planning. Among the problems cited by Dross were congestion, climate change, health issues, road accidents, noise pollution and accessibility and social inclusion all of which would pose major threat to the society. It is applicable in the same context to Malaysia. Proper planning is key.

"Urbanisation has given more Malaysians economic opportunities and has helped generate good jobs, raise incomes, and reduce poverty". Yet urbanisation has also brought urban sprawl and congestion. People lose time and businesses lose money from delays. Malaysia can now

invest in smart urban transport solutions, which will make cities more productive and liveable across Malaysia," said Ulrich Zachau, World Bank Country Director for Malaysia. Dato' Ir. Haji Ismail bin Md. Salleh, President of Intelligent Transport System Association of Malaysia (ITSM) in his keynote introduced the Intelligent Transport Systems (ITS) which represents the application of advanced and emerging technologies in transportation to save lives, time, money, energy and the environment. With Malaysia having the highest vehicle ownership in the world, building more road space just does not cut it anymore as it will cause even more traffic on the roads. Toll collection systems in Malaysia are being upgraded to catch up with the times from cash payment to TouchnGo and Smart Tags as answers to reducing waiting times on the roads. Ismail shared that the World Bank estimates the economic loss due to traffic congestion in the Klang Valley to be around RM 20 Billion in the way of lost productivity.

Speaking at one of the panels, Mr David Lantz, Manager of Sustainable Transport Solutions, Scania South East Asia, discussed the use of alternative fuel and the approach Scania is taking to ensure a seamless integration of sustainability into transport companies. An example would be the provision of training for commercial vehicle drivers to drive efficiently as this can save fuel by 10 to 15 percent. Lantz also shared about Scania's progress of test-driving autonomous vehicles in a port in Singapore by the end of this year.

Malaysian authorities are also playing their part in ensuring sustainable transportation said Mr. Ho Khek Hua, Deputy Under Secretary of Logistic & Land Transport Division, Transport Ministry of Malaysia. One of the initiatives taken is to reduce emission of carbon from old trucks with mandatory PUSPAKOM inspection for vehicles after two years. This is done to reduce the number of old commercial vehicles on the road. **■**

# Scania Driver Competition sees Malaysian Winner



***With the promise of being a more competitive regional event, an unlikely contender kept his cool despite challenging conditions to take home the coveted trophy.***

Taking the competition to the next level, Scania Malaysia made their Driver Competition a regional one. With participation from Malaysia, Philippines, Myanmar and Indonesia, the stakes were even higher. Adding to the excitement were the weather conditions, with heavy rain.

Since 2003 more than 350,000 truck drivers in nearly 50 countries have participated in Scania Driver Competitions (SDC) – the world’s largest truck and bus driving event – that focuses on increasing road-safety awareness, improving fuel consumption and minimising the environmental impact of commercial vehicles. The final

driving skills round of the inaugural SDC Southeast Asia 2016-2017 (SDC-SEA) edition recently held in Malaysia saw 19 drivers competing for the prestigious title and it was the Malaysians who took the coveted top driver titles.

The objective of the Scania Driver Competitions is to elevate the status and prestige of heavy commercial vehicle drivers by recognising the true heroes – the drivers themselves. This inaugural regional edition was more demanding than the local editions previously held, as it has been made more challenging for the 19 finalists with tougher rules and scenarios.



Out on the roads, the competency of the drivers is even more important today in overcoming the many challenges the transport industry is facing hence the theme of this year's competition – "Face the Challenge!" Bus drivers were in the Scania Marcopolo K410IB4x2 coach. During the competition, their abilities were tested through a series of timed maneuvering tasks – the 'Knock the Cone' precision test and 'Boardwalk' obstacle test.

Enrolment for the competition began in 2016 and more than 1 000 drivers from all over the region initially went through elimination rounds that tested their knowledge of road transport laws and regulations, alternative fuels, fuel-efficient and safe driving, load securing, occupational risks and health, and emergency procedures.

"We have seen an increasing interest in the SDC and that is a good indication that it has been a catalyst in getting heavy commercial vehicle drivers to upgrade their skills and that means safer drivers, safer conditions for all road users and better fuel economy for operators," said Marie Sjödin Enström, Managing Director of Scania Southeast Asia.

Being at the finals of the SDC is one of the ultimate achievements for many of the experienced drivers as the competition also represents the professionalism required in the industry.

Present at the event was Monica Dame, who lent a helping hand to the drivers that arrived from Indonesia. She praised the event as a valuable platform for drivers to show their skills and compete with each other. However, drivers surprised everyone by stating that they actually discussed the event and their strategies for winning. After all, it is not just about one individual winning, but every participant gaining experience and improving their skills.

"In Indonesia, City Buses, in particular Bus Rapid Transit systems, are in demand. You can now go all across Jakarta for as little as 3500 Rupia (RM 1.10). Present here today is a driver that bring with him some 20 years of experience," Dame said. The Indonesian finals were held in April for the first time and saw a good response to the initiative. When asked why Scania Indonesia was participating in the competition, Dame explained that the business unit was not part of the cluster handled by Scania Malaysia, but wanted to make it possible for drivers to compete against other countries. "Why not? We are all Scania and part of South East Asia. It will be good for the drivers to get exposed as well as they can see how their colleagues do in other countries."

Mark Cameron, Regional Director - South Malaysia & Singapore, Country Manager - Singapore, offered further insights into the intricacies of the competition. One may wonder if Singaporean drivers stand a chance as their daily trips may not be as long, therefore the experience of a Singaporean driver may be fundamentally different from that of a long-distance coach bus driver in Myanmar. According to him, heavy commercial vehicle drivers work in a wide range of applications and conditions. "Hence the theme "Face the Challenge". In Singapore, one of the many challenges that a driver faces is a smaller geographical location leading to tighter spaces and higher chances of interaction with pedestrians/passengers. Therefore, precision driving is of great importance – it will be tested via "Knock-The-Cone" and "Boardwalk" practical tests at the Scania Driver Competitions Southeast Asia 2016-2017." Topography / terrain is only one of the many challenges the driver faces every day. There is also weather/climate, schedules, passengers, load, customers, pedestrians, vehicle maintenance, health etc. Professional drivers need to be well-rounded to face these challenges every day.



Although a small country, Singapore nevertheless was represented with a strong contingent of contestants. There were two drivers from the truck category and two from the bus category. "We are very happy that Mr Wong Yih Chien from Transworld International, Singapore, came in first runner-up in the Truck Category of the competition, winning 10 000 Swedish Kronas."

Recently, Scania has sold some Marcopolos in Singapore. Cameron states that it has been positive and that the organisation continues to be encouraged by it, aiming to

share this experience with more customers so that they do not get left out in an opportunity to use a premium complete coach like a Scania Marcopolo.

The bus category was won by Law Cheok Gheen of Zulco Sdn Bhd from Malaysia who received RM10 000 in cash, a Challenge Trophy and certificate. Law, who said he was very happy to receive the award from such a high-level competition, also trains the drivers in the company where he is a manager. "I am encouraged, more than surprised. He is the owner of the company. He is also the



vehicle tester and trainer in his company. His presence at the competition sets an example to his drivers in this company and also to the region – a greater emphasis on precision driving for safer, more fuel efficient and more environmentally-friendly driving,” was Cameron’s comment following the prize-giving ceremony.

“I need to know the actual situations that the drivers face, to have the proposer mindset, so this win adds to my credibility and closes the gap for me both as a trainer and a manager when I advise them on how to be safer and more cost efficient,” Law said.

Although dethroned, Iskandar Salleh, Group Managing Director of Sani United Berhad was full of praise for Scania’s effort to host the event. “We have won this competition four times before. For us it is a way to hone the skills and improve the skills of our drivers while we also recognise them as an important part of our operation.”

Enström commented on the event as being a significant improvement over the previous instalments. “It has clearly become more interesting as it is now a South-East Asian competition and not just a local one. It is a bigger purpose. The venue is also bigger and we can actually do much more.” According to her, the Scania Driver Competition is a great way to gauge just how good drivers from the individual countries are.

When asked if the Marcopolo would be an easier vehicle to drive, thus making the competition easier for the drivers, Enström replied that all Scania vehicles are easy to drive and that it thus comes down to the skills of the drivers to win here. “In order to succeed, drivers need to fully comprehend how the vehicle works and how to best use the functions that we are giving them.”

Scania Malaysia looks back at a very successful first half of the year with a strong order intake and very strong deliveries. Some 70 buses for the MRT have been delivered out of the first batch. One of these buses was available for test drives at the event.

Looking ahead, Enström anticipates a similar trend for the remainder of the year. “There have been some issues that impacted our industry. However, people are still moving, still needing buses to get from point A to point B. There is a demand for long distance transportation just as well as the last mile. Therefore, the bus market is rather stable.” In her view, urbanisation still takes place at a fast pace and with that, the public and private transportation markets will continue to see an increase in demand.

### Full list of winners:

Truck category

- 1) Sarveswaren Srues A/L Ram (Air Products Sdn Bhd) Malaysia
- 2) Wong Yih Chien (Transworld International Pte Ltd) Singapore
- 3) Kukuh Hendrawan (PT Semen Gresik) Indonesia

Bus category:

- 1) Law Cheok Gheen (Zulco Sdn Bhd) Malaysia
- 2) Soe Naing (Aung Kyaw Moe Express) Myanmar
- 3) Rahman Khan bin Abdul Karim (Singapore Ducktours) Singapore

SDC is sponsored by Michelin (M) Sdn Bhd, and supported by Jabatan Keselamatan Jalan Raya (JKJR), Malaysian Institute of Road Safety Research (MIROS), Jabatan Pengangkutan Jalan Malaysia (JPJ) and Embassy of Sweden. 🇸🇪





# ZF Moves Buses

*In an eventful history ZF has seized its entrepreneurial opportunities and developed from its roots as a supplier specialised on the aviation industry to a global mobility technology company that develops relevant technologies for the megatrends of efficiency, safety, autonomous driving, e-mobility and digitalisation. In this exclusive interview with Asian Buses we learn about the growing footprint of ZF in our region.*



**W**ith over 100 years of experience in creating amongst others transmissions, the leading automotive supplier ZF has more to offer than just products. Expanding the portfolio by means of adding aftersales services as well as acquiring other businesses and expanding its product offering, the company has established a global footprint.

Local representation is crucial in order to be able to offer high quality services whereby expertise is localised, thus negating the need to wait for the German HQ to respond to enquiries. In 1987 the Singaporean and Australian operations were set up in tandem with a market expansion. Thanks to the confidence in the brand, the product penetration grew, requiring a bigger footprint. The inception of ZF Thailand followed in 1998, Malaysia in 1999 and Taiwan in 2001. Today, as the service network is covering the entire region and ZF provides sales, aftersales and technical support via its service organisations to customers.

Singapore may seem to be an unusual location to be starting a regional expansion, given the relatively small population of buses at the time, however, it was Singaporean clients that ordered the first automated transmissions. Needing support and parts on locale, the island state was chosen to be the first country to have a service



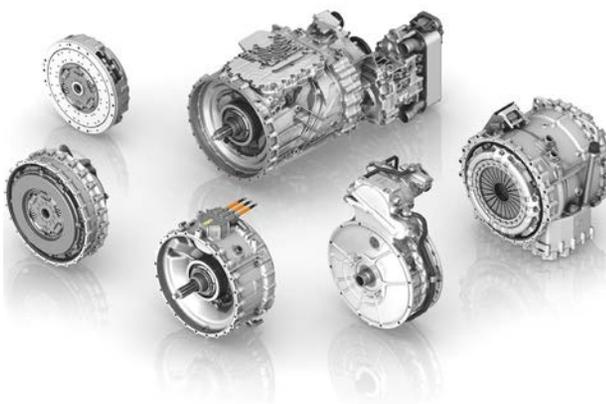
**Mr Sheerhan Bin Jeaudeen**



**PRODUCT FOCUS**



The ZF-EcoLife 6-speed automatic transmission lives up to its reputation as universal genius once more. Thanks to the new start/stop function, city buses consume up to ten percent less fuel. An additional transmission variant called EcoLife Coach is particularly suitable for higher input torques of up to 2,300 Nm and therefore for intercity and coach applications.



ZF has created a new automatic transmission system for heavy trucks in the shape of TraXon. Thanks to its modular design, it meets the commercial vehicle market's requirements for a versatile, flexible solution

hub in the region. This, as explained by Mr. Sheerhan Bin Jaudeen Head of OE Business, Asia Pacific shows the commitment of the company to provide superior service to the bus industry. Since then, ZF has introduced a number of other product ranges to the markets-beyond transmissions.

"ZF's expanding global footprint represents its dedication to quality, innovation and commitment. Its dedicated sales and service force is committed to reaching out and sustaining long-term relationships with customers through delivering the solutions they need. ZF will continue to nurture its customer relationships by adapting to market changes very early through technology and service. We want to be close to our customers. Myanmar is one example" Sheerhan explains. This pro-active approach has led to increase of staff to a total headcount of 130 in Singapore. "Bus products play an important role in our organisation. The majority of our business is coming from the bus side." When talking about bus customers, ZF works with the operators as well as the fleet owners. Typical customers would be organisations like Prasarana, Tower Transit and SBS / SMRT.

When it comes to the differentiation between products and services, Sheerhan elaborates that the minimisation of downtime for bus fleet operators is crucial. "Service support is one of our USPs. When it comes to bus fleets and commercial vehicles, it is critical that there is as little downtime as possible. Therefore, we provide a workshop, technical staff and spare parts." One of the cornerstones of ZF's service is preventive maintenance. Consultation includes assistance to ensure new buses will have the right type of gearbox, suitable for the terrain they are operating in. "The idea is to be in partnership with our clients," he continues. Having expanded the portfolio from just gearboxes to entire driveline technologies, ZF is able to offer a lot more, making the brand a one-stop shop.

**Specific Gearboxes for Buses**

Decades ago, a bus may simply have been a vehicle where the engine would be placed at the back instead of the front and slight modifications made to the gearbox would allow for the same chassis to be used in a different way. Those days are long gone. Sheerhan lays out the main differences for gearboxes today as in trucking operations, it is about point to point transportation, whereby once the vehicle is moving on the highway, it is about fuel economy. Here, ZF's Automatic Manual Transmission (AMT) would be a gearbox that assists the driver with gearshifts and provides comfort while driving. However, when it comes to buses, in particular city buses, the requirements are fundamentally different. "There is a lot of stop and go, a lot of shifting." Hence, a fully automatic gearbox will allow for the optimisation of the operation. Also, it allows the driver to concentrate on the traffic and the environment in which the bus is operating. The trend for buses is clearly going towards fully automatic gearboxes as they offer better comfort as well as being longer lasting than manual gearboxes.

## Supporting Systems

Similar to thoughts on how to make operations safer in trucking, using ABS and EBS, ZF is offering retarders and intarders to minimise wear and tear and at the same time improve safety. As systems are integrated, the use of retarders also ensures less stress on the gearboxes. "These systems make up the entire braking system and we need to ensure that each is applied correctly so that there is no overlap or a safety issue."

What impacts current developments for gearboxes, axles and other driveline related systems is the development of infrastructure. Public transports, especially buses are the way forward to address issues such as congestion and the need to move masses. In his view, buses have an advantage over trains as they are easier to deploy, cheaper and more flexible. Improved comfort for both, drivers and passengers is at the heart of the developments. Low floor chassis and automatic gearboxes are currently key issues. Fully electric vehicles will eventually be the next development, but it will take some time for this to materialise.

## To Each its Own

What makes the creation of systems for transportation difficult are the various legal requirements of countries spread across regions like South East Asia. To make matters even more challenging, the topography of countries requires a lot of product adapting. Also, it is not that easy to manage all the countries from one hub. Hence, ZF works with strategic partners in certain countries.

Vietnam, Myanmar, Malaysia, Philippines and Indonesia are seen as growth markets. Within the region, there are many infrastructure projects, for instance the highway connecting the main island with Java or bridges that link Hong Kong to Macau. All these will, according to Sheerhan lead to an increase in demand for coaches and inter-city transport. In addition, besides the capital cities, there are many second-tier cities in these growth markets that still have a lot of potential for more sophisticated systems for buses.

Mr Sheerhan Bin Jaudeen, Head of OE Business, Asia Pacific.

Responsibilities: Sheerhan is in charge of the development, marketing and sales of existing and new ZF products within the Asia Pacific region as Head of OE Business.

## ZF Celebrates 15 Years in Malaysia

Marking its 15th anniversary in the regional market, ZF Sales & Service (Malaysia) Sdn Bhd renews its commitment to support urban transport modernisation of the trucking and logistic industry. With the introduction of its latest connectivity solutions and telematic systems, namely the OPENMATICS and DeTAGtive solutions, ZF Sales & Service (Malaysia) Sdn Bhd (ZFSSM) aims to set a new benchmark for efficient fleet management in the region.

Speaking at the opening ceremony of ZFSSM's 15th Anniversary celebration event, Siew Chee Kok, General Manager of Services (ZFSSM) and ZF Head of Global Service Asia Pacific shared his insights about the company's future direction and the goals it sets for the telematic and logistic industry.

Siew stated, ZF recorded EUR 7.7 billion or RM 4.98 billion sales in 2016 for its Asia Pacific market, with an increase of up to 22 percent increase from 2015. Through the execution of its long term and short term strategies, the company eyes to achieve a continuous growth for the regional market. Siew said:" One of ZFSSM's long-term strategies is to continue enhancing its service network development and OPENMATICS system in Malaysia while ramping up its efforts introducing e-mobility to the automotive industry, with the aim of supporting the country's ambition to become an EEV hub for the region.

Also present at the event were Mohd Syahrul Yusuf, Managing Director of ZFSSM, Low Chen Lon, ZF Head of Services of ASEAN and Cheah Chee Luen, General Manager of Independent Aftermarket of ZFSSM and Eric Fok, Technical Consultant ZF Services, Connectivity Solutions.

Meanwhile, Low emphasized, that by taking into consideration the driving time, rest periods and equipment operating data in route planning, ZF OPENMATICS Bach telematics and deTAGtive logistics solutions help fleet managers save time, money and improve transparency and efficiency.

ZF OPENMATICS deTAGtive solution is highly flexible and can be easily adapted for use with existing telematics or ERP platforms. Data from the deTAGtive tags can be read directly from a mobile device (smart phone or tablet), without a need for other additional reading devices.

"As for the commercial industry in our regional market, we are currently focused on promoting the above telematics solutions, which aims to offer transparent fleet management to the industry players," said Low. ■

# Gourmets on the move: A culinary journey through Singapore

*The gourmet bus based on the MAN A96 chassis offers space on an enjoyable city sightseeing tour for up to 32 guests.*



**B**us operator Duck & Hippo offers a moving gastronomic experience in Singapore. Guests can enjoy regional delicacies as part of a city sightseeing tour. A luxurious MAN double-decker bus houses the restaurant on wheels.

The GOURMETbus makes it possible to enjoy culinary delights while seeing the impressive sights of Singapore. The MAN double-decker's upper deck hosts a restaurant with room for 32 guests, with the kitchen located on the lower deck. The driver takes the tour-goers to spots including the Esplanade performing arts centre, the National Gallery, Chinatown, the world-famous Gardens by the Bay (including a stop with a short visit), and the world's largest fountain at Suntec City. Throughout the journey, Samsui ginger chicken and dim sum are served at midday or Indo-Chinese dishes in the evening. "The MAN GOURMETbus is a refreshing concept that creatively combines a culinary experience with sightseeing. It also

shows the innovative possibilities that MAN can offer all around the world with its products in cooperation with body manufacturers," says Tim Schuler, Sales Manager Bus at MAN Truck & Bus Asia Pacific.

MAN worked with body manufacturer Soon Chow to develop a new and customised solution for the road-bound restaurant. "The concept and execution are one-of-a-kind in Asia," Schuler adds. A 12-metre-long MAN A69-type chassis is the structural basis for the GOURMETbus. The two-axle low entry chassis includes a 250 hp (184 kW) Euro 5 engine. Features such as the electronic brake system (EBS), along with ABS and traction control, act to provide safety and comfort. Additionally, the electronically controlled air suspension (ECAS) system ensures superior driving comfort.

Painted as it is in elegant black, the vehicle is an instant head-turner. And guests do not cease to marvel once they have boarded. "The double-decker offers all the



conveniences of an upscale restaurant, as reflected in the interior layout and design,” Schuler explains. The guests start by walking a red carpet to enter the lower deck, home to the kitchen. This contains everything needed to heat and plate the dishes, which are delivered fresh before the tour. Two servers supply the two-course set meals and drinks during the trip around Singapore. A flight of stairs leads to the upper deck and its restaurant. “The beautifully laid tables and indirect ambient lighting greet the guests and create a pleasant atmosphere,” Schuler continues. The 14 projectors keep the mood lively, projecting a slide show directly onto the guests’ tables. The MAN double-decker is also equipped with wireless public announcement microphones, a sound system and WiFi access.

But for some time now, the MAN GOURMETbus has not been the only exceptional city bus in Singapore that bears the Brunswick Lion emblem. “Tourists and locals alike can

discover the city in wonderful ways with the numerous hop-on, hop-off buses and two historic MAN trolleybuses,” Tim Schuler states.

122 low-floor MAN double-deckers also began operating recently in Singapore. These were created in a joint venture with Malaysian body manufacturer Gemilang Coachworks, supported by MAN Truck & Bus Asia Pacific and the local importer, STK. This followed an order placed for 60 units in 2015, making the MAN bus fleet in Singapore over 950 units strong. Christian Schuf, Sales Manager Bus at MAN Truck & Bus Asia Pacific, is pleased to announce that “thanks to our product portfolio expanding to include the new double-decker chassis rolled out in the last year, we are in a position to present the complete product range that can meet our customers’ diverse needs – from the 12-metre Solobus and 18-metre articulated bus to the 12-metre double-decker.” Vehicles as exceptional as the GOURMETbus are also among that number. 

# More Than Just a Ride

*Bus Charter Malaysia offers a One-Stop Solution*



**P**age Advisor Sdn Bhd is the parent company which wholly owns Bus Charter Malaysia. Established in late 2016 the business unit of Page Advisor, is in partnership with asset owners, handles all customer service, payments and scheduling – the total operation of running the bus rental service.

“We do not have our own fleet, but through our asset owners we have roughly over 20-30 buses. The buses range from 24, 27, 31, 41 and 44 seaters and this is with accordance to the Malaysian regulation on the size of buses, says Lai May Leng, CEO of Page Advisor Sdn Bhd.

A quick glance at their website and it is apparent that their buses are well maintained and even refurbished. Leng says it is customary for Bus Charter to present itself in a good way as quality is very important to them.

“Some of the buses are refurbished from asset owners but they are still in good condition. As part of our quality

assurance we take a lot of photos because some of our customers are from overseas, hence the buses must be visually pleasing to the eye and of course they must run well too.

### **How does the system work?**

Apart from asset owners – the people who own the buses. Bus Charter also has a close working relationship with travel agents and tour guides. This helps Bus Charter to map out a broader spectrum of clients through its network.

“We also partner with travel agents and they provide us the tour guides and they in turn provide the buses via asset owners. All this is linked through a platform that manages the scheduling which provides a one-stop service solution to our customers. The asset owners just focus on providing and driving the bus. Besides providing a platform that allows customers to plan and make bookings, we also provide customer support through our customer support team,” added Leng.

In terms of meeting specific requirements for travels, Bus Charter does not have specific preferences to the brands of buses they use, instead more attention is focused on the criteria of the planned journey – a bus journey that entails travelling to Singapore and back.

“With enquiries for trips that involve driving to Singapore as the country has a tight regulation on the age of the vehicles that enters the country – which is under three years. However, in Malaysia, it is a little bit lenient as we run buses which are not more than five years.

One of the things that make Bus Charter stand out from its competitors is their attention to detail especially the interior condition of their buses. In fact, customers always want the interior pictures of the bus before a booking is done, stresses Leng.

“We get plenty of request from customers especially from overseas on the condition of our buses, especially



the interior. So, it is important for us to keep the buses in good working condition. Although this responsibility falls under the asset owners, we do have the final say in which of the buses will be used for the journey.

With regards to maintenance and licences, the asset owners are responsible for all maintenance work and servicing the bus as well as the drivers. Leng stresses that safety is also taken seriously.

“When the trip is more than a day, either local or to a foreign country, we will coordinate the accommodation for the drivers and the tour guide to make sure they are fully rested – in terms of safety of the resources that are handling the bus. For long journeys especially on our popular route, such as from Kuala Lumpur-Genting-Melacca-Johor -Singapore, we have to make sure that the driver and tour guides stay overnight at hotels. We also bring in two drivers so that the drivers will be fresh for the journey.

“For instance, we will swap the driver from Melacca onwards to ensure that there is no fatigue, even if the driver has spent the night before Melacca. We take safety seriously and fatigue in drivers is one of the top causes of accidents. We also work very closely with the asset owners to screen the drivers and to make sure they have the proper license to drive.”

### About bus charter

Since 2016, Bus Charter Malaysia has been providing quality coach and minibus rental. Besides Kuala Lumpur,

they also provide bus rental services all around peninsular Malaysia. Regardless whether you are looking for transportation for an event, tour, KLIA airport transfer or even party bus, they are sure that they have the vehicles that suit your needs.

At Bus Charter Malaysia, safety is always the top priority. Therefore, they ensure that all their vehicles are

well-maintained. From a 7- seater car (Maxi Cab) to a coach for 49 people, they always make sure all of them are sent for scheduled maintenance. Besides that, all drivers undergo stringent training to make sure that they have best practice in the transportation industry and putting the safety of every passengers at their highest priority. ■





**Specifications**

Truck Chassis

MODEL	HINO LNG-HU8JLGP
TYPE	(4 X 2, Right-hand drive)
USAGE	BUS

**DIMENSIONS (Chassis frame)**

Overall length (mm)	APPROX.	10 555
Overall Width (mm)	APPROX.	2 490
Overall Height (mm)	APPROX.	3 135
Wheelbase (mm)	APPROX.	4 800

**MASS (Chassis frame)**

Chassis mass, Total (kg)	APPROX.	10 940
Chassis mass, front (kg)	APPROX.	3 960
Chassis mass, rear (kg)	APPROX.	6 980

**Capacity**

Unit:kg

	FRONT	REAR
Permissible axle capacity	5 520	9 545
Tyre capacity	6 300	11 600
G.V.M rating	15 065	





## Specifications

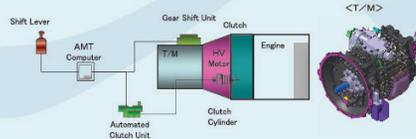
ENGINE	HINO A05C-K1 Diesel, turbocharged intercooled, 4 –cy., vertical, 4cyl. In-line overhead camshaft, water-cooled, direct injection type.
Max. Output	JIS GROSS : 186kW (250PS) at 2,300 rpm
Max. Torque	JIS GROSS : 882Nm(90.0kgf.m) at 1,400rpm
Piston Displacement	5.123L
CLUTCH	Hino/Dry Single Plate Type
TRANSMISSION	Hino/MX06(AMT) Gear ratio 1st :6.515 6th : 1.000
REAR AXLE	Full-floating, single reduction, single speed by hypoid gears Gear ratio : 5.857 : 1
FRONT AXLE	Hino/MF58IR
SERVICE BRAKE	Full Air, dual circuit Two leading shoes for front & rear
PARKING BRAKE	Full Air, Wheel Spring Brake
STEERING	Recirculating ball with hydraulic booster
SUSPENSION	Front Air suspension Rear Air suspension
WHEELS AND TYRES	Wheels 10-stud disc wheel Tyres 275/70R22.5 148/145J 7 (including one spare tyre)
FUEL TANK	160L
CHASSIS FRAM	Low floor, channel section side rails
AIR CLEANER	Paper element stack type air intake
ELECTRICAL	Batteries 24 V, negative earth Alternator 24 V – 60A



### - Automated Manual Transmission (AMT)

#### Developed fuel efficient AMT

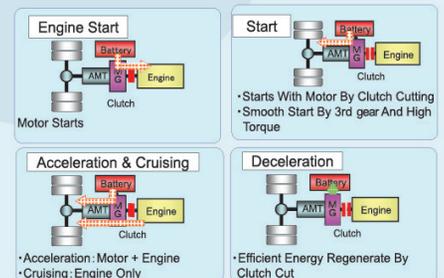
- Electric-Controlled Manual Clutch & Transmission



1. Automatic Gear Selection for Each Running Condition
2. Easy Driving by 2 pedals
3. Long Lifetime of Clutch by Motor Assist

Fuel Saving And Easy Drive Are Compatible With AMT

### - System Working Flow



# Kit Loong Tyre Management Lets You Focus on Core Business

*When someone offers you to handle an important aspect of your business, your first instinct may be to not let third parties meddle in your affairs. However, when you let experts handle things, one may realise unusual savings.*





Rapid KL has made a dramatic decision that has since paid dividends. Transporting passengers is the core business of the operation and previously, as many others, they would handle the management of their tyres inhouse. However, when Kit Loong Commercial Tyres presented a better way, not only the burden of handling the tyres for some 1 000 buses was eased, but also the cost drastically reduced.

### The heart of the matter

Fundamentally, the question is, what is your expertise? In the case of Rapid KL, it is the movement of commuters throughout the Klang Valley. As En. Mohamed Azhar, General Manager (Contract Management), Kit Loong Tyre Management Sdn Bhd explains, "Tyres may just look like big, black donuts. However, there is a lot of technology embedded and the management of them is time consuming and requires a lot of experience. By appointing a specialist to handle your tyres, you can concentrate on your actual core business and that way become more profitable." Most people tend to forget that the cost for tyres is not just

the actual pneu, but also comprises the maintenance, which is administration, handling and management, as well as the retreading. Another factor is what could be called "mismanagement cost" (hidden cost) in tyre management and it is the biggest concern behind the tyre and oftentimes contributes up to 1/3 of the tyre cost

### Applying the KL Sigma Formula

In order to address the needs of full tyre management, Kit Loong applies their KL Sigma Formula. The KL Sigma Formula is designed to deliver SC3 KPI (Safety, Competitiveness, Cost effectiveness, Control) benefits by addressing the 5 Sigma elements of tyre management, namely: 1) Tyre and related products encompassing both new & retread tyres, 2) Services & maintenance with scientific basis in specification & procedures, 3) 24/7 tyre breakdown rescue service & network which provide hassle free support, 4) Scientific knowledge on all relevant know-how required for tyres to run on the road and 5) Overall management of all matters related to the above elements.

"We strategically focus on your operation model and business direction and invest in the right processes and systems to deliver the right services at the right cost to you, covering all the 5 Sigma elements. While all components work together, the most important element is the overall management (both expertise and software). Through this, we enable you to treat your total tyre management as a fixed cost, relative to your vehicle usage," Azhar explains.

### Mobility in Control

Realistically, 60 percent of the tyres will be prematurely retired in ways that are beyond our control, and that will wipe out all the time and effort we have put into maintaining the tyres.

Fleet operators would want to track their fleet tyres, identify where the problems are, what type of tyre injuries the fleet getting and where they occur, both physical location as well as the spot on the tyre. Once these problems have been identified, they can start to manage them. And as the saying goes, you need to measure what you manage and you are only able to manage what you measure. These involve and include big data and data mining know how.

### The Case for Rapid KL

Initially, a pilot study was conducted in Shah Alam. One of the key parameters was that the tyres on the steer axles can only be GoodYear, Continental, Michelin or Bridgestone brands. The drive axles can be fitted with retread tyres, coming from Kit Loong. With the goal of a fixed cost per kilometer (CPK) in mind, Kit Loong proposed a solution to Rapid KL, whereby staff is stationed within the premises of Rapid KL, handling the daily aspects of tyre management. Eventually, in May 2016, Kit Loong has won the contract through an open tender process to handle the tyre management of Rapid KL for the entire fleet. The initial contract is for three plus one years.

The immediate positive effect was an improved cash flow and a dramatic reduction in stocks of tyres. Since Kit Loong has ample supplies on hand, there is no need to have stockpiles of tyres of various types ready. Thus, Rapid KL freed cash flow and space

while at the same time reducing administration for the spares. "Managing and maintaining the tyre inventory is no longer required, therefore there is zero tyre inventory cost. Since the management fees are a fixed rate per kilometer driven, budgeting is easy. Knowing the routes, frequencies and distances, Rapid KL is able to calculate the exact cost for the tyres per month. Staff that was previously handling the tyres were re-assigned within the organisation.

Given that the tyres are now also managed correctly, the life of the tyres has been extended too, thus reducing downtime and planning for maintenance. In addition, Kit Loong is able to ensure that the tyres are kept in a condition that is allowing them to retread the tyres. What's more is that Kit Loong is guaranteeing a response



time of an hour within the Klang Valley to send out their mobile workshop to fix tyres that have problems on the road. To ensure this promise is kept, Kit Loong has a fleet of mobile service trucks of their own, plus trucks they can draw upon from selected distribution partners.

To enable Rapid KL to monitor the work carried out on the tyres, Kit Loong is providing reports on a fortnightly basis as well as giving Rapid KL access to the data via an online App soon. In the latest update, all the reporting has gone paperless.

### Buy vs Make

Said Azhar, "We are currently manage more than 50 000 running wheels with total contracts on hand, mainly from GLC companies, such as RapidKL for city bus, as well as private sector haulage company Syarikat Logistik Petikemas. In addition, the company also has as experience in managing tyres in Westport, Port of Tanjung Pelepas, Kontena Nasional and Alam Flora besides Multimodal Freight for haulage to name just a few. Providing operations as diverse as waste management to transportation logistics to our value customers, we have the expertise to create the best management contract tailored for your fleet." According to him, the main criteria to sign up for tyre management is the mileage driven. Kit Loong would consider any fleet has minimum three million RM in tyre spending per year. This threshold is needed as the provision of the service also requires staff to be placed at client's premises as well as a team with management expertise. ■



# Shell Lubricants Malaysia Launches Branded Network for Commercial Vehicle Workshops

Shell Lubricants Malaysia has recently launched a network of Shell Rimula-branded commercial vehicle workshops. The Shell Rimula Express network provides commercial vehicle workshop owners the opportunity to collaborate with Shell, world's leading lubricant brand for the past 10 consecutive years .

Through this network, workshop owners will receive support from Shell Lubricants Malaysia to further grow their business. Some of these include exclusive branding that enhances market presence and customer confidence, marketing package and technical support.

Mr. Baljit Singh, Shell Lubricants General Manager for Malaysia and Singapore, said that the Shell Rimula Express workshop network was an amazing collaboration that could help to protect the future of independent workshops so that they could remain competitive, thrive, and grow.

"Today, it is no longer enough for workshops to deliver 'business-as-usual' services especially when customers demand more in an increasingly challenging market environment. Through the Shell Rimula Express network, we are able to help them deliver world-class

lubricant solutions to their customers. We strongly believe that "Together, Anything is Possible," he added.

Through Shell Rimula Express workshop network, Shell Lubricants Malaysia is able to effectively offer a comprehensive suite of cutting-edge lubricants to the end-customer. These products are specifically developed to protect the key driveline components (engine, transmission and axle, and bearings) in commercial vehicles. When used in synergy throughout the driveline, these lubricants help owners reduce total operating costs by extending service intervals, preventing breakdowns, and maximizing productivity.

But more than just a robust portfolio of lubricants products, every Shell Rimula Express workshop is also equipped with the technical knowhow and innovative services that is sure to improve customer trust and generate repeat business. Workshop owners and employees will also have access to various training programs and enjoy exclusive incentives designed to reward hardworking business owners.

For more information on the Shell Rimula Express workshop program, please contact your nearest Shell Authorized Distributors. 



# Locate a Shell Rimula Express Workshop Nearest to you for the Ultimate Truck Service Experience.

NO.	WORKSHOP	CONTACT NUMBER	WORKSHOP ADDRESS
1	Chee Heng Workshop	07-4312261,4332661	Lot. 2569, Bt.3, Jalan Kluang, 83000 Batu Pahat, Johor.
2	Yuen Seng Auto Service	019-7166053	PTD 151884-A, Jalan Berjaya 9, Kaw. Perindustrian Berjaya, 81200 Johor Bahru, Johor.
3	TT Truck & Trailer Vehicles Service	06-3366800	Lot 1-56, Jalan ttc 4, Kawasan Perindustrian Cheng, 75250 Melaka
4	Sin Soon Hup (Muar) Sdn Bhd	06-9756688	Lot 1842, Batu 6 1/2, Sungai Senduk,84400 Sungai Mati, Muar, Johor.
5	Bengkel Hi Tech	06-9763148	Jot 2121, Parit Turun, 84800 Bukit Gambir, Ledang, Johor
6	Chua Boon Hock Auto Care	012-7599930	Tl Jm 3, lot 2166, Jalan Manja, Kampung Payamas, 84900 Tangkak, Ledang, Johor
7	Mutiara Zon Selatan Sdn Bhd	07-5996400	Lot 539, Jalan Seelong, 81400 Senai, Johor Darul Takzim
8	Harsoon Engineering Sdn Bhd	07-3541739	No. 9, Jalan Firma 2, Kawasan Perindustrian Tebrau, 81100 Johor Bahru, Johor.
9	Seng Yeap Lorry Services	012-7176077	PTD 3993, Jalan Parit Ismail, Benut, 82200 Pontian, Johor.
10	Xin Young Enterprise	012-7886025	No. 2, Jalan Pelangi 4, Taman Pelangi, Parit Besar, 83000 Batu Pahat.
11	Ong Motor BP Repair	012-7193359	Tl Jps 19, Jalan Peserai, Parit Sulong, 83000 Batu Pahat, Johor
12	Sin Hupsoon Motor Service	06-9764380	Tl255, lot.6042, Parit Rabu, Bukit Gambir,84800 Muar, Johor.
13	Lien Seng Workshop	016-7737940	13 Jalan Puteri Indah 3/3, Taman Puteri Indah, 83000 Batu Pahat, Johor
14	PGR Engineering Sdn Bhd	60-73824422	No. 2 ( ptd 200644 ), Jalan Bukit 28, Industrial Park Seri Alam, 81750 Masai, Johor
15	Chu Peng Machinery	60-69746152	Batu 18, Pekan Pagoh, 84600 Muar, Johor
16	Ah Chye Workshop	60126123799	No. 48, Batu 4 1/4, Jalan Bakri, Muar, Johor. 84000

NO.	WORKSHOP	CONTACT NUMBER	WORKSHOP ADDRESS
17	Bengkel Kejuruteraan Wa Sing	60197574733	111, Batu 1, Jalan Jemaluang, 86800 Mersing, Johor
18	Bengkel Motoh Keh	60197539216	T. Tkh 5 (lot 1625), Stor Jalan Sungai Burung, 81500 Pekan Nanas, Johor
19	Syarikat Ng Bengkel Membaiki Kenderaan	60127272762	142, Parit Gantong, Benut, 82200 Pontian, Johor
20	Kedai Membaiki Kereta Seng Huat	6077582799	Lot 59, Batu 1, Jalan Yong Peng, 86100 Air Hitam, Johor
21	Ah Sin Workshop	60167154993	No. Jalan Perindustrian Yayasan, Taman Perindustrian Yayasan, 85010 Segamat, Johor
22	SS Sri Motor Workshop	012-6056442	Lot 1302, Batu 7 1/2, Jln Kuala Sawah, Kg Nyatoh, 71200 Seremban, N.S
23	Wira Impian Motor Workshop	012-3482303	Jalan Salak, Kampung Bukit Kadir, 71800 Nilai, N.S
24	Boon Hin Motor Workshop	019-2141241	Lot 6878, Taman Ban Aik, 71800 Nilai, N.S
25	KS Wong Brothers Enterprise	019-8838968 Mr Wong	Lot 8490, Batu Satu, Jln Temin, 27000 Jerantut, Pahang.
26	Tan Excavator & Engineering Trading	013-9843288 Mr Tan	Lot 3424, Jln KL-Huantan 129km, Simpang Sri Tualang, 28000 Temerloh, Pahang.
27	PRSK Construction Sdn Bhd	05-4956670	No19, Jln ODP 8, Orkid Deluxe Park, 39200 Ringlet Cameron Highlands, Pahang.
28	IPG Motor Workshop	016-3632661 Mr Gopi	No1184, Lot1306(plot) Jln Besar Seremban, 71700 Mantin, N.S
29	Raj Privin Jaya Sdn Bhd	011-28170050 MrAppu	No 267, Jln Nilai Inland Port, Kawasan Industri Inland Port, Nilai 7, 71800 Nilai, N.S
30	Eng Huat Tractors Sdn Bhd	019-6592692	No239, Jln Tuanku Antah, Jln Rahang Kecil, 71000 Seremban, N.S
31	Ah Wong Workshop	012-7742033	Lot34, Kws Perindustrian Bentong Benus, 28700 Bentong, Pahang.
32	Jenpower Sdn Bhd	012-6087925	No27, Jln PTP 1/6, 47120 Puchong, Selangor.
33	LSS Workshop	019-9165613	Lot 140-D, Jalan 1/11, Kawasan Perindustrian Gebeng, 26080, Kuantan Pahang



**Shell**  
**RIMULA EXPRESS**



# Fersa continues to grow in Asia

*The Spanish multinational company manage to position itself among the benchmark brands*

**B**earings make things roll better. Imagine moving about on skis instead of wheels. The truck or heavy vehicle will be difficult to move down the road due to the friction. When things slide, the friction causes the vehicle to slow down. With the wheel, the friction is greatly reduced as things roll over each other. Like wheels, bearings make vehicle movement a lot easier.

Fersa Bearings are not like any other. The high standards, proven quality and modernisation of their production processes, as well as their continued investment in research and development, have enabled Fersa Bearings to become a supplier to the Original Equipment Manufacturers (OEM). Backed by Yonming Group, their distributor for the Asian market, Fersa Bearings also showcased their products for the commercial vehicle industry at the recent MCVE 2017.

"Fersa has a very strong presence in the Asian region. With its wide range of premium quality bearings on offer, Fersa is able to not only be the leader but also offer competitive pricing. The company achieved a turnover of EUR 47 million last year and has been constantly growing in Asia. Company sales have grown from comes from the OEM business," says Miguel Alquezar, Key Account Sales of Fersa Bearings.

"Seven years in the Malaysian market is not long but we have achieved constant growth and we see potential in the peninsula. Apart from being the bearing specialists for truck, trailer and bus, we are also constantly pushing for new technologies through our research and development in Spain on various applications and products such as smart bearings – with chip info that is able to collect data such as temperature and vibration."

### About Fersa Group

Fersa Group was created through the merger of two European bearing manufacturers: Fersa Bearings in Spain and NKE in Austria. Both are globally active in the design, production and distribution of high quality bearings for the global automotive and industrial markets.

Over 50 years of manufacturing experience and the trust of leading OEMs, Tier 1 and the Aftermarket, endorse their products and services.

The group is present on all five continents, with four state of the art factories, six distribution centres and four R&D Centres, two in Europe and two in Asia, all of them supporting their growing presence in more than 85 countries. 🚀

# Blue.maxx a Ground-breaking Solution for Diesel Fuel Filtration

*Hengst offers this new modular system to the Asian market*



Founded in 1958, Hengst Filtration has a long-standing history of success as a leading developer and manufacturer for filtration, fluid management systems, crankcase ventilations and cylinder head covers. With the history of almost half a century, Hengst has developed more than 2,500 filter products for the Independent After-Market (IAM), which specifically catered for automobiles, commercial vehicles and industrial applications of all manufacturers worldwide. Today, Hengst aims to extend its market share in Malaysia with the latest Blue.maxx modular system, a ground-breaking solution for diesel fuel filtration.

"Likewise, we would like to introduce our latest Blue.maxx modular system to the Asian market. With the improved design of lightweight and optimisation of installation space, Blue.maxx is setting new standards in fuel filtration. It is designed for optimal and maximum performance yet is a more environmental-friendly solution that it enables 80 percent higher pump volume and water separation efficiency which is up to 99 percent. It is easily plug and play retrofittable and even EURO 6 compliant," says Mr Frank Margner, Sales Director of Hengst Asia Pacific Pte Ltd.

"We are the pioneer among the manufacturers who developed this type of technology in the domestic

and regional market, we are keen to offer our new products for the market," said Margner.

The Blue.maxx concept combining pre-filters and main filters will have long-term advantages: significant improvements in particle filtration, water separation, and differential performance along with a reduction in the required installation space. Tailored to the respective situation, the filter stages can be defined for any application.

He further elaborates, "The requirements for fuels, not only in modern common rail drives but also commercial vehicles, are constantly increasing. At Hengst, our products including the Blue Maxx consistently relies on multi-stage systems consisting of a pre-filter and main-filter

to ensure efficient fuel filtration. For this new modular system, each filter stage is designed in a way that it enables true precision work and individually adjusted to the application and their respective boundary conditions. During the pre-filter stage and multi stage of fuel filtration, the filtration efficiency is up to 96 percent to above 99 percent, while the water is up to 99 percent and above. By optimally calibrating the media stages, it maximises the usage of filtration system in delivering optimal performance for our customers."

Talking about the growth prospect for Hengst in the domestic market, Margner says, he feels positive for the continuous growth of the Hengst brand here via its local representatives.

## About Hengst Filtration

Hengst Filtration was established in Germany about five decades ago, the group remains an independent German company managed by the third generation of its founder Walter Hengst. Over the years, Hengst has built its prominent reputation and has a strong market presence across twelve locations in Europe, North and South America, the Middle East and Asia. With a globalised and dedicated workforce of over 3 000 employees worldwide, Hengst relentlessly seeks to impress its business partners with its diversified product portfolio for passenger car, truck, off-road and industrial applications. Hengst can be contacted via [info@hengst.de](mailto:info@hengst.de) or [www.hengst.de](http://www.hengst.de)



**Blue.maxx 450 with filterinsert.**  
Max flowrate 750l/h



# Communication is Key

*Communication is key to being human, writes Stefan Pertz, so what will be the impact of isolating bus drivers while they work?*

When I was working in the office furniture industry, we had many books on how modern office spaces are to be designed. A common notion would always be to create an abundance of areas where people can meet. Intentionally for a meeting, or at random when getting a coffee or on the way to the canteen. The idea is to facilitate communications and therefore, in an informal way, nurture ideas and solve problems in an uncomplicated way.

## Important Input

When I interviewed people behind the creation of a new bus, I learned that they invited a panel of drivers to provide input on the design of a new cab. Needless to say, the result was a vehicle that was a better product thanks to the input of the drivers. Meanwhile, it appears that there are fewer and fewer opportunities for drivers to communicate, fewer options to mix and mingle.

Today, buses are designed to be rolling living rooms, allowing, or should I say, forcing the driver to live in his workspace. The use of mobile phones is prohibited during driving makes sense. But it also means that there are long stretches of silence. If you are lucky, you have a co-driver. But how many new stories are there to swap if you spend six days a week with the same buddy, doing the same things?

## Drivers Drive

We also want the captains to drive. And drive only. Send the goods, unload and get moving again as quick as possible. There is hardly a chance to sit down and chew the fat with the ticketing buddies as the drivers are under pressure to turn around faster. Even the interiors of the cabs are now designed to do more with less effort, but communications don't seem to be an activity that is encouraged. What is more, monitoring is done through GPS enabled systems. That means, no longer "checking with the driver" is needed.

Already available are systems that communicate upcoming jobs with the drivers via App. While

convenient, it will be yet another way less to actually speak to someone when managing workloads. Or will the App ask about the views of the driver when planning the route? Many times I have actually leaned over to the neighbouring table during a business lunch and initiated a conversation. Try that at a rest stop along the highway.

## Lacking Opportunities

And I think this is where we fail drivers. In our pursuit to streamline businesses we have forgotten who is the most knowledgeable person in the entire transportation operation and who we can turn to to get valuable insights. Also, we don't have to be surprised if our drivers are not up to the task to carry out cross border transport as they are lacking language skills. What they are lacking are opportunities to communicate, not skills.

Whenever we get together in the Asian Trucker Drivers Club, there is a lot of chatter. And it is not just meaningless. Drivers exchange thoughts, ideas; they comment on their employers and how they are being treated. Often, they bring the family so they too can have a chat with others that share the same passion, problems and thoughts.

## Keeping an Even Keel

Imagine what insights we could gain from networking sessions among bus captains! Let me ask: what happened to the saying that if you looked after your employees they will look after the business? While I don't have the scientific research to back it, I would argue that humans must interact with others in order to keep an even keel.

Where did the designers go wrong when they took out the opportunities for drivers to communicate? In the 70s there was a movie genre built around the CB Radio and the communication between people in various vehicles. Let's just hope the machines will let us in on their chatter. Otherwise it will soon be very lonely in the transportation business. In the meantime, I am looking forward to your call, email or smoke signal. ■



# Road Safety: It Concerns You and Me

*We interviewed bus drivers to hear what they had to say about the road conditions they face daily while on the job.*

A very friendly shared with us that he has driven the bus for 13 years. He started driving buses when he was 25 years old. He usually drives in the Klang Valley and on the occasional highways namely the North-South Expressway for his current job. When asked about the road conditions he encountered during his career as a bus driver, Mr Zulkifli mentioned that the uneven surfaces of the expressway may cause road users to be astounded while driving at such high speeds. This is especially true for the East Coast Expressway. "The uneven surface of the roads will result in a bumpy ride for the passengers on my bus. This will be especially uncomfortable as the journeys to the East Coast are usually for long hours." Furthermore, Zulkifli thinks that the speed limit should be increased to facilitate a smoother driving experience in the expressways. This is especially true whereby there are limited lanes on

the expressways. An example would be the stretch of road along the North South Expressway heading towards Ipoh. "As heavy vehicles take longer to brake due to inertia, some passenger vehicles travelling at below 70 kilometres per hour poses a threat to heavy duty vehicles should the driver not brake in time. If anything, there should be stricter implementation of minimum speed limits on highways." He continued that maybe the problem could be rectified by adding more lanes to the highways. "I know the authorities are trying to add more lanes to the highways to address the issue but for now, this problem will continue to be ongoing for some time. So, I would still advise road users to pay extra attention while on the road. It does not hurt to be careful."

Mr Irwan, a bus driver of over 20 years shared with Asian Buses his opinions on the road conditions he

has encountered. Mr Irwan usually drives his bus in Port Klang and Shah Alam. When asked what he had to say about the road conditions, Irwan was very satisfied with them. "As I drive mostly on the highways, I do not encounter problems like traffic congestion too frequently for it to be a burden to me. However as a safety precaution, I will still send my bus for maintenance regularly as advised by the mechanics. In addition to that, I will be alert on the wear and tear of the tyres and will have them changed immediately if they start to wear down. This is a crucial step to me as it affects the safety of my passengers including myself. If the tyres start to skid while I am cruising on the highway, the end result could be fatal. So for me, tyre maintenance is something that cannot be missed. The burden is on me to ensure the safety of all those on board my bus." ■



# Spares. The Most Important Parts

*Most fleet operators will agree that the price of a truck is not always the main criteria for the purchase of a Bus. Minimising downtime is and the availability of spare parts is a key factor contributing to this. In this exclusive interview, Asian Buses gets to know all about MAN Malaysia's approach to spares.*

One of the key factors for the success of any bus operator is uptime and the ability to service the routes at the promised times to ensure people got to their destinations on time. Any breakdown of a vehicle or prolonged repairs and services will negatively impact the operation and the bottom line. A service network is crucial to have for any brand in order to service the bus populations

in a country or region. Many are trying to set up centres that reduce travel times of buses coming in for service to as little as two hours. MAN Truck & Bus Malaysia currently lists eight locations that handle this aspect of their business. The values of the spares held in the three main locations are impressive: In Rawang, some 10 000 line items worth RM 15 Million are kept, Prai holds 2 000 line items with a value of RM 1.5 Million and in Johor Baru close to RM 900 000 are stocked from some 1 800 line items worth RM 1.4 Million.



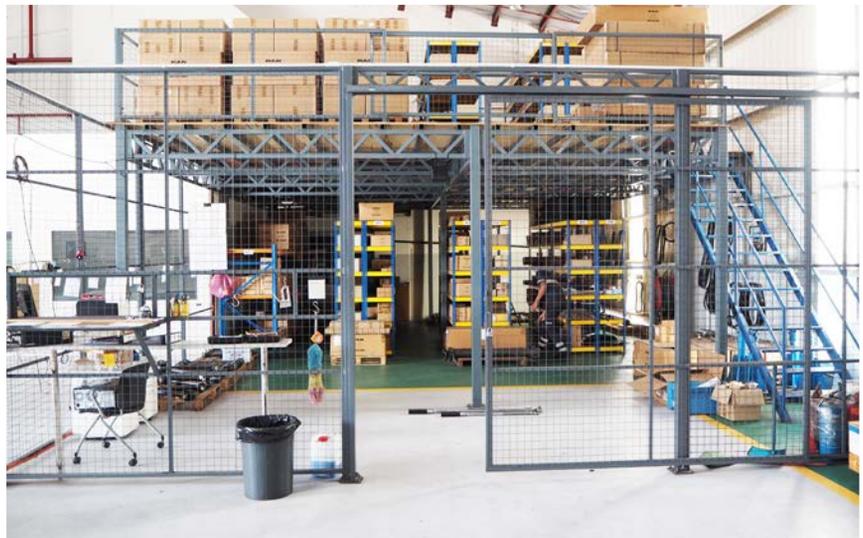
## A Special Place

Ipoh is a special set up among the locations where MAN buses can be serviced. As business hub and tourist spot, there are many buses in the area. In order to better service their clients, MAN has come up with an idea that fills the void between northern regions and the central region of peninsular Malaysia. In the busy IGB Industrial Park, we find a Man workshop that is special. On a regular basis, a MAN service truck will arrive at the workshop to

service the buses from Ipoh. As the technicians have to travel to Ipoh, a nearby hotel has been made the MAN base for the staff. Staying overnight if required ensures that sufficient time is allocated to the work without the need to rush back to base.

### More Parts

Looking very similar to the truck that we found servicing clients at their location, such as myBAS (Under Mara Liner Sdn Bhd), this one is packed with goodies. "The idea was to deploy a mobile workshop that is also a rolling spare parts warehouse," explains Mr Thayalan Subramaniam, who heads the service team of MAN & Truck and Bus Malaysia. As such, the truck is not just equipped with the usual standard tools that one would need to carry out the regular services. Typically, such trucks would carry a good supply of lubricants, filters needed for the scheduled services and other pre-defined items that are used for the 10 000 Km-interval services. Besides these items, the truck carries a total of some RM 200 000 in parts. These parts are broken down into service parts, needed for the regular services, and maintenance parts. The latter are items that are being used in order to fix buses that require work beyond oil change and new filters. ■



# A Job not for the Faint-hearted

*Asian Trucker writer Carol sat down for a chat with Hafizul Khan from St. John Ambulance Malaysia to find out what it takes to be an ambulance driver.*



It has been almost 16 years since Hafizul started working with St. John Ambulans Malaysia Kawasan Pantai Selangor. To remain with any company for over a decade is no mean feat. While he started as an ambulance driver, this eventually lead him to be appointed as a supervisor in September 2006. Not being totally desk-bound, he still takes to the wheels if resources are tight.

Besides new responsibilities, this unfamiliar position brought along a variety of new duties. His current job scope includes ensuring the ambulances and supporting vehicles are well maintained, oversee daily operations including vehicle related matters and staff welfare. His

daily routine includes ensuring staff count and making sure the vehicles are in perfect working condition to be dispatched. He also conducts morning briefings with other drivers to ensure the day runs smoothly.

He mentioned that being an ambulance driver is no ordinary task. To be an ambulance driver at St. John, drivers have to undergo training to be able to administer first aid should the need arise. However, to be an ambulance driver at St. John, drivers must have no previous record of traffic offences to be eligible. Although no additional skill is required to be an ambulance driver, drivers are expected to behave just like any other competent driver on the road while performing their duties. St. John provides training for all their drivers to ensure the patients are transported safely and the paramedics themselves do not get into accidents when on the job. Safety is highly prioritised at St. John. The ambulance service is also guided by ISO Standards on Quality Management System.

Hafizul has great passion in his job and stated that as the reason he has been with St. John for more than a decade. His love for driving is evident in that he still drives the ambulance to the locations should the need arise. He did not plan to become an ambulance driver as he has a technical background. However, when his previous company closed down out of the blue, he took a leap of faith to become an ambulance driver with St. John. "And here I am today, after 16 years."



He recounted an unforgettable incident in 2001 involving a fatal collision between a trailer and a motorcycle. The unfortunate event claimed the lives of the young couple involved. The heavily pregnant mother passed away on the way to the hospital. Being the first responder to the scene, Hafizul witnessed the immediate aftermath of the incident that claimed the lives of the family. Hafizul said that the incident has raised his eagerness to learn more about his job. Being an ambulance driver has broadened his vision in life as he has encountered all sorts of incidents while on the job.

The standard protocol when responding to any case is to check for vital signs, according to Hafizul. Therefore, first aid knowledge is necessary. "At St. John, we do not differentiate drivers and paramedics." Therefore, drivers have more responsibility in the sense that they are assigned to their own vehicle and they are responsible to maintain their own vehicle and ensure the safety of their passengers.

When asked about the behaviour of other road users, Hafizul mentioned that reluctance of road drivers to give way to an ambulance is more prominent in the Klang Valley and Selangor. He arrived at this conclusion with his personal observation as he has driven to all the States in Peninsular Malaysia. As ambulance drivers are not allowed to abuse the emergency lanes, it can sometimes get difficult for emergency responders to carry out their duty when the emergency lane is blocked up by passenger vehicles who ignore the regulations. Even though motorcycles are provided to enable responders to weave through traffic easily, most responders do not choose to use the motorcycles as they fear for their safety with the increase in ignorance from the public towards emergency service providers.

There have been instances where a minority of road users refuse to give way even when the ambulance with beacon light and siren on full blast were right behind their vehicle. This becomes an obstacle for the driver as he will be responsible and held accountable should there be a collision with other vehicles while on duty. When questioned on the difficulty of the job as an ambulance driver, Hafizul mentioned the lack of clarity and guidelines. In Malaysia, it is wrong for an ambulance to drive between two lanes and the burden is on the ambulance to ensure a safe environment.

A common misconception of the public is that the ambulances are able to get through traffic quicker and faster than most of the general public would. Hafizul dismissed this misconception. For example in gridlock traffic, ambulance drivers will try to maneuver their way through but behaviour of other road users are beyond their control. Especially so in peak hours, they will advise on other alternatives to ensure the patient arrives at the destination on time and most importantly, safely.

When asked what the reactions of others were when they found out he was an ambulance driver, there were mostly two different responses that he would get. Some would praise the honourable nature of his job while on the other end of the spectrum, some would describe his

job as "just an ambulance driver. Most people would think that an ambulance driver is just a driver without knowing that ambulance drivers at St. John are well-equipped with first aid knowledge, well-versed with the equipment in the ambulance and are highly-trained professional paramedics." Hafizul on the other hand, thought that his job is a great one and that is all that matters. ■



# i Vision offers WIFI-Streaming Solution for Buses and Coaches

**W**ith this new system, you can offer wide selection of rich multimedia contents to your passengers. Popular movies, TV programs and information about your destination. You will have more satisfied customers and your company will increase in ticket sales and gain more market recognition.

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Operators can put advertisement on each bus according to passenger's preference. This helps operators not only have more interaction with passengers but also enhance brand image and generate extra revenue.

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It allows passengers to access variety of multimedia content such as movies, music and photos, as well as real-time information like route and attractions introduction, directly from their mobile devices and tablets.

Triggering Events through Video Broadcasting via LCD Screens  
Get complete real-time route and map info, introduction of attractions, Location based advertisement and Station/City approaching announcement.

### Internet WI-FI Access

Connecting passengers to their work and social networks, wherever they are.



# Scania receives award for excellence in safety and sustainability

**S**cania Malaysia has been recognised for its record on sustainability in transportation, especially in the area of safety, by the Malaysia Digital Chamber of Commerce (MDCC) and Asia Pacific CSR Council.

The award for Excellence in Commercial Trucking Safety was presented to Scania Malaysia by the Minister of Transport Dato' Sri Liow Tiong Lai at the recent Sustainable Urban Transport Malaysia Awards 2017 that was held in conjunction with the Sustainable Urban Transport Summit 2017.

The summit also saw the presentation of awards to industry players who have excelled in various areas of Sustainable Urban Transport. The award acknowledges the role of transport projects that have contributed to the societal well-being by improving the experience of transport users and ultimately adding to the successful development of the nation's sustainable transport infrastructure.

It was received on behalf of Scania Malaysia by Scania Southeast Asia's Sustainability Manager, David Lantz, who was also a panel speaker for the topic "The Challenges of Trucking & Logistics Driving Sustainability" during which he shared Scania's expertise in the area of sustainable, safe and smart transportation solutions like alternative fuels and autonomous vehicle and systems.



Lantz addressed the four main drivers for sustainable transport solutions that Scania has identified which are congestion, pollution, climate change (reduction in CO2 emissions) and energy security, with the main aim of achieving the best balance between CO2 emissions, quality and cost to improve logistical efficiency.

When equipped with the proper techniques, there can be an immediate increase in fuel efficiency, road safety and sustainability, together with significantly reduced downtime and operating costs.

The driver training programme provides an in-depth practical knowledge on how to get the best out of a Scania. The driver coaching programme provides the one-to-one sessions that pave the way towards excellent driving habits and techniques.

# The World's Largest Service Market Competition Opens – VISTA Attracts Technicians Around the Globe



On September 4th, the registration opens for the world's largest service market competition, VISTA. More than 18 000 technicians, from Volvo Trucks and Volvo Buses global dealer network, are estimated to participate. Through teamwork and competence development VISTA aims to attract and maintain skilled technicians.

Even though VISTA is a competition, the main objectives are to encourage teamwork, build team spirit and pride, as well as encourage self-improvement and competence development. It's way for service market personnel to increase their

knowledge and the quality of their work. In the end, this leads to improved customer service and greater customer satisfaction.

Highly skilled and motivated technicians enable Volvo Trucks workshops to carry out fault diagnosis and fix trucks' problems 'right first time', in a timely manner and to high quality standards. These skills are key in helping the customers achieve maximum uptime for their trucks.

VISTA 2017-18 is expected to attract over 18 000 service market personnel from the global dealer network. They will work together in around 4 500 teams. The theme this year

is 'Performance is Everything' - recognising that to work for Volvo Trucks and Volvo Buses, performance must be top class at all times. VISTA is also a way for Volvo Trucks to address the worldwide challenge of both recruiting and retaining workshop technicians.

## About VISTA

VISTA stands for Volvo International Service Training Awards. It started in 1957 and was originally as a competition for Volvo technicians in Sweden. 20 years later, by 1977 it had reached out across all continents, attracting authorized Volvo dealers from all over the world. Today VISTA is a biennial event and the biggest competition for service market personnel in the world.

VISTA is open to Volvo Trucks and Volvo Buses dealerships and their technicians worldwide. To qualify, participating teams need to complete two parts comprising theoretical and technical questions. The winners in each market qualify for the semi-finals, which will be held in Gothenburg, Sweden in April, 2018. Here, a total of 240 teams will compete, during a period of three weeks. The top 40 teams from the semi-finals qualify for the world final in Curitiba in June, 2018. 🚩



## SPAD Appoints New Chief Operating Officer

New York in 1990, Qamar began her career with Shell in 1990. In her 26-year long career with Shell, she held many positions including senior management roles in Malaysia, Asia Pacific and the Middle East. She led the Marketing Supply and Distribution teams in ensuring safe and efficient asset utilisation in terminals, land and marine logistics in both Oman and UAE, and later in Malaysia and Singapore.

"Her outstanding leadership and vast stakeholder management experience covering corporate planning, project management, distribution operations, as well as regional business and strategy development, will be invaluable to SPAD, as the planner and regulator of land public transport for the nation. We are very pleased that Qamar is

joining us at this important stage in our development, as we accelerate the implementation of land public transport projects aimed at improving urban mobility and enhancing urban-rural connectivity as envisioned by the Government," said Mohd Azharuddin Mat Sah, Chief Executive Officer, Land Public Transport Commission (SPAD).

Qamar will be responsible for the overall transformation of the freight, bus and taxi industry and its related infrastructure, which includes the roll-out of national projects such as the myBAS under the stage bus transformation programme and the bus network revamp in Greater Kuala Lumpur and Klang Valley to ensure an efficient, integrated and sustainable bus system that focuses on improving journey quality for commuters. 🚩

The Land Public Transport Commission (SPAD) has appointed Qamar Wan Noor as its new Chief Operating Officer (COO), effective September 5, 2017.

A magna cum laude in Bachelor of Science in Chemical Engineering from Rensselaer Polytechnic Institute,

## Singapore's LTA Announces Early Turnover Scheme for Euro & Euro 3 Vehicles



Singapore's National Environment Agency (NEA) has enhanced the Early Turnover Scheme (ETS) for commercial vehicles. The enhanced scheme, running from August 1, 2017 to July 31, 2019, provides incentives for owners of Category C diesel vehicles with Euro 2 or Euro 3 emission standards to turnover to Euro 6 (or equivalent) vehicles. The move, which aims to encourage vehicle owners to replace their older and more

polluting diesel vehicles with newer and cleaner models, is in line with the Government's efforts to improve Singapore's air quality by reducing vehicle emissions.

Category C diesel goods vehicles are major sources of particulate matter (PM) and nitrogen oxides (NOx) pollution in Singapore. Euro 2/3 Cat C diesel vehicles account for about 30% of the Cat C diesel vehicle population, but almost half of the PM and NOx emissions. Replacing a Euro 2/3 Category C diesel vehicle with a Euro 6 diesel model reduces tailpipe emissions of PM and NOx by more than 90% and more than 60% respectively. Any turnover to a non-diesel vehicle will reduce PM and NOx emissions to an even greater degree.

The ETS was introduced in 2013 for Pre-Euro/Euro 1 Category C diesel vehicles, and extended in 2015 to Euro 2/3 Category C diesel vehicles, with an additional incentive for turnover to Euro 6 (or equivalent) models. About 27,000 Pre-Euro/Euro 1/2/3 vehicles have been replaced early under the scheme.

From August 1, 2017, eligible Category C Light Goods Vehicles, i.e. those with Maximum Laden Weight (MLW) of less than or equal to 3,500kg, will be given a higher bonus Certificate of Entitlement (COE) period of 35% of the vehicle's remaining 20-year lifespan, up from 13%. Eligible Heavy Goods Vehicles, those with MLW of more than 3,500kg, will continue to receive a bonus COE period of 100% of the remainder of their 20-year lifespan. As Euro 6 emission standards for diesel vehicles will be mandated from January 1, 2018, replacement vehicles must comply with Euro 6 emission standards in order to be eligible for incentives.

The bonus COE period will be applied as a discount to the Prevailing Quota Premium (PQP) payable for the replacement vehicle's COE. Eligible vehicle owners can also transfer the remaining COE validity period from their de-registered vehicle to the replacement vehicle. The discounted PQP payable for the replacement vehicle is subject to a minimum of 10% of the PQP. ■

## Landmark for the most successful city bus of all time: 50 000th Mercedes-Benz Citaro



Stuttgart – Major landmark for the Mercedes-Benz Citaro, the world's best-selling city bus: Hartmut Schick, Head of Daimler Buses, and Ulrich Bastert, Head of Marketing, Sales and Customer Services Daimler Buses, today handed over the 50 000th Citaro to Wiener Linien. The Austrian capital's transport company has been switching its fleet to Mercedes-Benz since placing a first large order for 221 buses four years ago. This year, Wiener Linien takes delivery of another 59 city buses sporting the Mercedes star. The Citaro celebrates a double landmark this year: the first generation of the worldwide bestseller was unveiled 20 years ago. Since then, the world's top-selling city bus has been a step ahead thanks to continuous innovations in terms of economy, low emissions, comfort and safety.

### 50 000th Mercedes-Benz Citaro: the key milestones

The first generation of the low-floor Citaro revolutionised the urban bus scene back in 1997. The attractive outer skin concealed state-of-the-art technology with CAN data bus, all-round disc brakes as well as an inviting passenger compartment with cantilever seats and curved grab rails – a model for entire generations of urban buses. The Citaro has since been made more attractive than ever thanks to continuous further development.

Numerous customised versions and special-purpose vehicles have demonstrated the flexibility of the concept. Expo buses in Hanover, comfortable track-guided buses and BRT (Bus Rapid Transit) variants have been and are the basis for innovative transport models. As the world's largest ambulance, one special version for Dubai even made its way into the Guinness Book of Records.

The Citaro is a true cosmopolitan: it can be found in large numbers in almost all European cities, in Turkey, in Mexico, on the Arabian peninsula, in Singapore and Japan, even on the island of La Réunion in the Indian Ocean. This year, for example, Mercedes-Benz reported an order for 600 Citaro for the Saudi Arabian capital Riyadh. ■

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