**MAINTENANCE SUPPLIERS ASSESSMENT TOOL**

**About this tool:** This tool is designed to enable individuals to assess and compare the capacity and efficiency of maintenance suppliers, whether they are internal facilities (such as a Ministry of Health Garage) or external (such as the Toyota Dealership).

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| **Element** | **Evidence** | **Comments** | **Score** |
| **Is the 3rd party part of the public sector?** | Yes - No |  |   |
| **Is the 3rd party part of the private sector?** | Yes - No |  |   |
| **How many jobs are completed each month?** |  | No: |   |
| **Is a covered workshop available?** | Yes - No |  |   |
| **Are there trained mechanics, if yes how many?** | Yes - No | No: |   |
| **Are there any trained auto electricians?** | Yes - No |  |   |
| **Are there any apprentices?** | Yes - No |  |   |
| **Is there any supervisory staff on each shift?** | Yes - No |  |   |
| **What is the hourly labour charge rate?** |  | State currency |   |
| **Are there standard labour charges for work?** | Yes - No |  |   |
| **What is the value of spare parts held on site?** |  |  |   |
| **What is the average vehicle downtime?** |  |  |   |
| **Is there visible Health & Safety management in place?** | Yes - No |  |   |
| **Are there training programmes in place?** | Yes - No |  |   |
| **Is there a job card system?** | Yes - No |  |   |
| **Are there vehicle files?** | Yes - No |  |   |
| **Are there set prices for set jobs?** | Yes - No |  |   |
| **Are there inspections carried out/quality control?** | Yes - No |  |   |
| **Are the facilities in good condition?** | Yes - No |  |   |

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| **Element** | **Evidence** | **Comment** | **Score** |
| **Is the site secure?** | Yes - No |  |   |
| **Are they able to work on all required vehicle types?** | Yes - No |  |   |
| **Document a summary of the workshop equipment:** | Yes - No |  |   |
| **Detail other customers (NGOs/Government)** | Yes - No |  |   |
| **Working hours and days** | Yes - No |  |   |
| **Is there adequate and secure off road parking?** | Yes - No |  |   |
| **Are suitable pits/lifts available?** | Yes - No |  |   |
| **Lighting okay?** | Yes - No |  |   |
| **Power provided 24 hours?** | Yes - No |  |   |
| **Are workshop bays sized appropriately** | Yes - No |  |   |
| **How are tools calibrated?** | Yes - No |  |   |
| **Is there a rolling road?** | Yes - No |  |   |
| **Headlamp aim and adjustment facility?** | Yes - No |  |   |
| **Emissions testing?** | Yes - No |  |   |
| **Steering and wheel alignment?** | Yes - No |  |   |
| **Are regular meetings held between customers and the service provider?** | Yes - No |  |   |
| **Is there a single point of contact?** | Yes - No |  |   |
| **Are copy documents held at the workshop?** | Yes - No |  |   |
| **Are maintenance notification reminders sent to customers?** | Yes - No |  |   |
| **Is there a parts department on site?** | Yes - No |  |   |
| **Are replacement parts originals?** | Yes - No |  |   |
| **Does a parts/service warranty scheme apply?** | Yes - No |  |   |
| **Is there an internal Quality Control procedure in place?** | Yes - No |  |   |
| **Are SLAs established with all or any customers?** | Yes - No |  |   |
|  |  | **Total:** |  |