Turbo-Injectronics NEWS

Asia's Largest TURBO Distributor

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Authorised Distributor - 100% Guaranteed Genuine and Brand New

1st Dealer Incentive Trip To Japan

Malaysia Dealers

Indonesia Dealers

代理首次访问
日本奖励活动。

About 20 outstanding dealers from Indonesia and Malaysia were invited to Tokyo, Japan for 5 days where they were given a golden opportunity to tour Garrett's most advanced factory in Kodama, in addition to visiting Conet 2001, Japan's largest construction equipment show.

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We Are The No.1 Distributor Again

→ see page 7

New Garrett Authorised Workshop Appointed

Garrett

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Garrett Authorised

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Profile On Garrett AWS:
Standard Fuel Pump Service Centre
Bintulu, Sarawak

▲ Having a balancing machine is just one part, the other part is having access to manufacturer-recognised balancing data. Standard Fuel Pump has both.

We are pleased to announce that Standard Fuel Pump Service of Bintulu, Sarawak as a Garrett Authorised Workshop.

Mr Tie Teck Buong, the owner of Standard Fuel Pump Service is confident that the new turbo business will bring him greater sales.

He said: "Being in the fuel pump business, my customers trust me and I have close relationship with them. When I service A's fuel pump, I can also get A's turbo business. When I service B's turbo, I can also get B's fuel pump business."

Besides investing in the machines, Mr Tie knows that partnering with the largest turbo distributor in Asia will allow him to enjoy the best price, best stock availability and most importantly, the recognition by Garrett as an Authorised Workshop.

"Turbo is a growing business and a startup needs the best support. TurboWorld can help me grow, as well as offer me the technical assistance and arrange Garrett's engineer to conduct seminars for my customers.", Mr Tie explains.

With a comprehensive program, TurboWorld is confident that, like our other Garrett AWS in Indonesia, our partnership with Standard will be a win-win one.

▲ Turbo World offers Mr. Tie an initial stock-up package with competitive prices, generous terms and attractive incentive scheme.

▲ Turbo and fuel pump are complimentary business, in that air and fuel management are a critical match to an engine's performance.

▲ As Turbo World is also an authorised distributor for IHI, MHI and Holset, Mr Tie is assured of the most comprehensive supply of genuine loose components.

▲ A prominent Garrett AWS signage will be installed shortly at the shop front.

◀ Garrett's Sales Manager Mr. Thomas Choi (left) and No.1 Engineer Mr. Masao Haneishi (right) will visit Bintulu early next year to lend support to Standard Fuel Pump.

"My customers have greater confidence as I'm authorised by the world's No.1 turbo manufacturer, so I get more business." said Mr Tie.

池先生也说，"顾客对我更有信心，因为我得到全世界首屈一指的涡轮公司授权，所以我的生意会更好。"

Workshop

我们仅此荣幸宣布，砂劳越民都鲁的Standard Fuel Pump Service被委任为Garrett授权维修中心。

Standard Fuel Pump Service的东主池德本深信，这项新的涡轮生意会使公司的销售量蒸蒸日上。

他说，在油泵这一行业里，顾客都相信我们的公司，彼此间的关系都很好。当我为甲维修油泵时，我也可以做他的涡轮生意。同样的，当我维修乙的涡轮时，也可以做他的油泵生意。

池先生除了投资机械以外，也知道和亚洲最大涡轮批发商建立密切关系，能够让他享有最好的价钱、最充足的物源及最重要的是得到Garrett的认可，成为授权维修中心。

他解释说，"涡轮业是个不断成长的行业，但刚开始的代理需要最好的支援。TurboWorld 给了我一门低风险生意，因为他们有价格保证和换货保证。有了这个保障，我不必担心会发生削价战或存货过时的问题。"

凭我们的全方位规划，TurboWorld 深信，一如我们在印尼的Garrett 授权维修中心，我们和 Standard Fuel Pump Service 建立的伙伴关系将是双赢的关系。

Garrett Authorised Workshop (AWS) Program In Malaysia & Indonesia

Under a program to expand a service network, Garrett has empowered its master distributor, Turbo One and Turbo World, to select and manage suitable candidates as Garrett Authorised Workshop (AWS) in Singapore, Malaysia and Indonesia.

All Garrett AWS must be properly equipped, including balancing machine and sandblasting machine, with a reasonable stockholding. Using genuine parts, adhering to Garrett's tolerance settings and attending trainings are compulsory for all Garrett AWS.

Garrett engineers will assist the AWS by supporting technical matters and conducting seminars to educate the customers.

Garrett已授权它的总批发商Turbo One和TurboWorld在新、马、印物色和管理适当的Garrett授权维修中心。

作为Garrett的授权维修中心，必须有完善的设备，包括平衡器，喷砂器等，以及有充裕的存货。此外，各授权维修中心必须采用原装配件，遵守Garrett的指定装置，以及参加培训等。

Garrett 工程师将为授权维修中心提供技术援助和主持研讨会，以教育顾客。

Selection Criteria:	If You Are Interested To Be A Garrett AWS:
• Love for turbo • Investment in necessary machines • Currently a workshop in diesel fuel injection or engine servicing	The following cities are still open for application: **Malaysia** Butterworth, Alor Star, Klang, Sandakan, Kuching, Kota Kinabalu, Johor Bahru, Ipoh, Kuantan. *Please contact Benny: +6(03) 6252 1182* **Indonesia** Medan, Pekanbaru, Jakarta, Surabaya, Semarang, Pekanbaru, Medan, Samarinda, Pontianak, Jambi. *Please contact Henri: +(65) 661 5886*

Japan Incentive

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▲ We are very grateful to Garrett Japan, which was extraordinary in conducting the training, plant tour and other arrangements. Thank you.

▲ A sumptuous lunch in the traditional Japanese Tatami room, featuring tempura, sashimi, soba, miso, etc.

▲ Dinner was hosted by Garrett in a restaurant overseeing the Tokyo Bay and the spectacular Rainbow bridge.

CERTIFICATE OF ACCOMPLISHMENT

Mr. Hartomo

Turbocharger Fundamental Training

Garrett

▲ All dealers received a certificate of accomplishment, issued by Garrett Japan.

▲ At Conet 2001, the latest models from Hitachi, Komatsu, Kobelco, Kato, Sumitomo and Caterpillar were exhibited.

The Golden Opportunity To Witness Technologies Used To Make A Turbo

At Kodama, dealers witnessed how Garrett turbos for Komatsu, Nissan Diesel, Hino, Toyota, etc are manufactured. Garrett engineers hosted the plant tour, including viewing the laser welding of the shaft wheel and robotic balancing of rotating parts. Our dealers were treated to how Garrett's new technology turbo, the VNT, for passenger diesel vehicle was assembled.

During the tour, we were impressed by the complete system of thorough quality control in the entire factory floor. To highlight an interesting example, should an operator forgot to tighten any screws or not tighten to the correct torque, Garrett's QC will ensure that the current assembly station will not release the turbos for the next station.

We were privileged to have Mr Yashiro, the Director of Engineering Department, to conduct a training on turbo fundamentals, as well as to explain turbo failures especially during installation.

At Conet 2001, the latest technologies and models in construction machineries were compactly displayed at the Tokyo Big Sight, occupying Hall 4, 5 and 6. Many models of excavators, bulldozers, scrapers and hydraulic vibrators were exhibited.

Besides the sights and sounds of Kodama and Conet, our dealers enjoyed a good time in Japan, where delicious Japanese foods were served and bouts of sake toasted for more business in the future.

约20位来自印尼和马来西亚的杰出代理受邀到日本考察五天。他们除了参观日本最大的建筑设备展Conet 2001以外，也得到一个难逢的机会，到Kodama参观Garrett最先进的工厂。代理们在Garrett工厂目睹涡轮在最高素质控制下制造的过程。厂里的工程师带领代理视察全厂，参观的部份包括高精度自动平衡、轴轮激光焊接，以及以机器人平衡回旋部份等。

该厂工程部主管Yashiro先生主持了一个有关涡轮原理及安装的培训，参加的学员过后获颁证书。

在参观Conet 2001展时，代理们见到了时下最先进的建筑技术和机械模型。

除了参观Garrett工厂和Conet展以外，代理们在日本尽情欢乐，品尝多姿多彩的日本美食和畅饮日本米酒，希望将来的生意更加兴隆。

THIS YEAR'S PROGRAM SEP 2001

Day 1
- Visit to Turbo One Singapore head office
- Depart by Singapore Airlines to Narita Airport

Day 2
- Morning Tokyo city tour
- Afternoon free & easy
- Dinner hosted by Garrett

Day 3
- Visit to Garrett Kodama Plant
- Turbo training
- Lunch hosted by Garrett

Day 4
- Visit to Conet 2001 exhibition

Day 5
- Return by Singapore Airlines to Jakarta or Kuala Lumpur

Trip 2001

▲ Mr Yashiro explaining that Garrett is the world's largest manufacturer of turbo.

▲ This incentive trip was to reward and recognise our loyal dealers who supported our programs.

▲ The Management of Garrett Japan welcoming the dealers to Tokyo.

▲ Mr H Nodera of Mitsubishi Heavy Industries thanking the dealers for their support and look forward to more business.

▲ This is the entrance to Tokyo Big Sight where Conet 2001 is held.

NEXT YEAR'S PROGRAM OCT 2002

▲ The Mitsubishi Sagamihara factory boosts the state of the art fully robotic assembly line for turbo. It is believed to be the most automated turbo plant in the world.

▲ This factory also handles the production of Mitsubishi engines within the 1.4 to 515275 output range.

We are expected to have more outstanding dealers to participate this time. About 30 from Indonesia, 10 from Malaysia and 6 from Singapore.

Day 1
- Depart to Narita Airport

Day 2
- Arrival at Tokyo
- Tokyo city tour

Day 3
- Visit to Mitsubishi turbo factory at Sagamihara

Day 4
- Visit to Tokyo Motor Show (truck & bus)

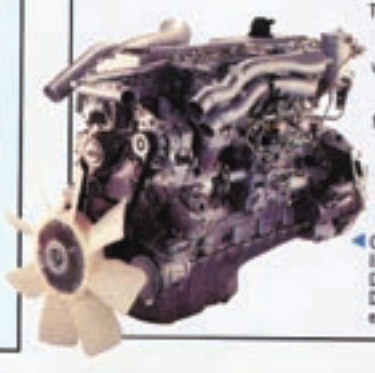
Day 5
- Visit to Tokyo Disney Land or Disney Sea

Day 6
- Depart to Osaka via Bullet Train
- Osaka city tour

Day 7
- Free & easy Osaka

Day 8
- Depart from Osaka to Kuala Lumpur, Singapore or Jakarta

*Tentative program subject to change.



◀ OEM parts makers like Izumi, Zexel, Delphi, Bosch, NGK, Denso, NGK, etc are expected to exhibit.

The Tokyo Motor Show is the largest commercial vehicle exhibition in Asia Pacific. It will display the latest trucks and engine models from Nissan Diesel, Isuzu, Hino, Mitsubishi, Mazda, Subaru, Daihatsu, Toyota, etc. ▶

IHI News

▲ Hakone is a beautiful resort area where Mt Fuji commands a breath-taking view.

Turbo Summit At Hakone

We were invited to attend the 1st IHI Turbo Aftermarket Summit in Hakone on 21 and 22 Sept 2001.

Held at the IHI Club House at Hakone, distributors were updated with latest developments in IHI, including analysis of OE market share, new technology and future businesses. Every distributor also presented their market reports.

The dinner was hosted by Mr Kobayashi, a director in the IHI board, and Mr Uetani, the general manager of IHI turbo. They encouraged all the distributors to do their best and increase IHI turbo business.

In conclusion, this summit signals that IHI considers the aftermarket as an important business. IHI will actively defend her market share by responding to market competition.

▲ Mr. Arai, manager of the sales group, and his team will consider the requests made by the distributors.

日本箱根IHI涡轮峰会

我们受邀参加了2001年9月21日和22日在日本箱根举行的首届 IHI 涡轮售后市场峰会。

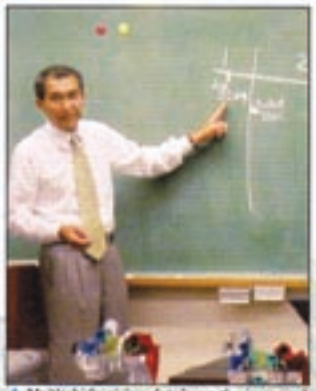
这项盛会在 IHI 俱乐部举行，参与的经销商得到了各种有关涡轮业的最新信息，如IHI的最新发展情况、原装配备市场占有率、新技术及行业未来的前景等。经销商也向大会提出了市场报告。

这项峰会显示 IHI重视售后市场的潜能。IHI将积极回应市场的竞争，力求维护它的市场占有率。

Snap Shots of the Summit

▲ Mr Kobayashi welcoming all distributors to Japan.

▲ Mr Uetani thanking the distributors for their dedication to the IHI business.



▲ Mr Yoshida giving details on the improved turbo delivery.

▲ Mr Maei explaining latest statistics of the IHI turbo business

▲ Mr Watanabe responding to queries on the latest VGS turbo.

▼ Mr Albert Tan [illegible] Mr Uetani, Mr Kobayashi, and Mr Sivakumar (UFC) relaxing after the summit at Fuji Sakura Golf Club.

Distinguished Awards

We Are The No.1 Distributor. Again.

We would not have succeeded without our customers and employees.

As the year 2001 is closing, our principal has once again concurred that Turbo One is their best partner in Singapore, Malaysia, Indonesia and Taiwan, overwhelming us with awards that come with different names, but all meaning 'Distributor Of The Year 2001'.

The awards were given in recognition of our unwavering efforts towards increasing and defending the market share of Garrett, IHI, MHI and Holset. Our practical philosophy of 'Quality, Value, Integrity and Professionalism' also earned us their approval.

We believed that such encouragement will turbocharge our performance further in 2002.

The tribute goes to our loyal customers and dedicated employees.

我们再次成为最佳经销商

2001年即将近尾声，我们的委托公司再次公认Turbo One是新、马、印、台等的最佳伙伴，而颁发各种殊荣给我们，包括'2001年度最佳经销商。

我们相信，在得到这些表扬下，我们将再接再励，在2002年再创佳绩，以回报各界顾客和员工的鼎力支持、爱护。

Garrett

Distributor Of The Year 97/98/99/00/01

◀ Presented by Mr. Jeff Donnell of Garrett.

IHI

IHI Ichiban Award 99/00/01

◀ Presented by Mr. A Tojima of IMES (IHI).

三菱重工

Outstanding Performance 2000/01

◀ Presented by Mr. H Nodera of MHI.

HOLSET TURBOCHARGERS

Distributor Award 2000

◀ Presented by Mr. Steve Wilson of Holset.

Turbocharged Day 2001

The Customer Is The Most Important Person In Our Premises

That was the message being impressed upon all 35 'Samurai Warriors' attending the training on Turbocharged Day held in Sentosa Singapore on 30th July 2001. The VIP was Mr H Nodera, from Mitsubishi Heavy Industries, Japan. (MHI)

The training on 'customer service' reinforces the need not only to provide basic service, but also how to delight customers and surpass their expectations. If we can increase the perceived value in the mind of our customers, then it became unnecessary to engage on price competition alone.

The trainer organised various games that were not only entertaining, but also carried messages of "do's and don'ts" when serving a customer. In summary, a customer is not dependent on us and he is not an interruption of our work. He is doing us a favour by allowing us to serve him.

顾客是我们最重要的资产

这正是 2001年7月30日在新加坡圣陶沙岛举行的Turbo-charged Day, 所要向全体35位日本武士传达的信息。这项活动的贵宾是来自日本三菱重工业的Nodera先生

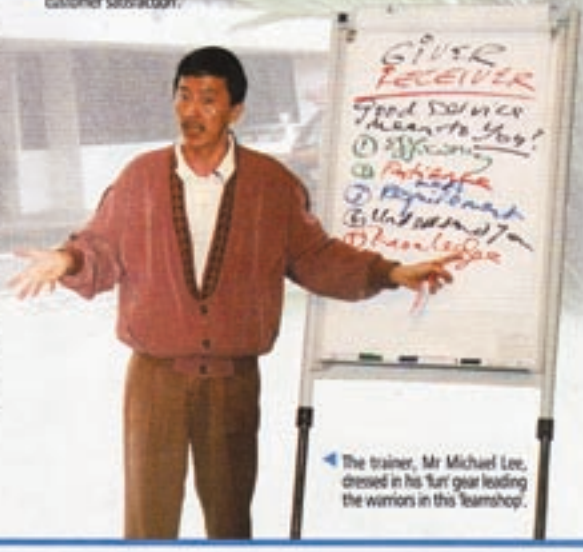
这项有关客户服务的培训，强调我们不只是为顾客提供基本服务，而且要学习如 何使顾客满意。如果我们能够使顾客心中认为我们的服务物有所值的话，那么我们就不必单单在价格上和对手竞争了。

培训导师为学员举行了各种关于顾客服务的游戏；这些游戏不但趣味横生，也向学员灌输了许多在为顾客服务时该做和不该做的事项。简言之，顾客不必依赖我们，也不是干扰我们的工作。因为事实上，他们让我们为他们服务，是帮了我们一个忙。

▲ "The customer is not entitled to be disappointed. We should only say 'no' as the last resort."

▲ The Samurai Warriors were divided into groups to brainstorm on what contributes excellent customer service.

▲ Playing games is one of the way to understand easily the concept of 'exceeding customer satisfaction'.



◀ The trainer, Mr Michael Lee, dressed in his 'fun' gear leading the warriors in this 'learnshop'.

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