THE SUPERIOR OFFERINGS

TURBO ONE NEWS

Newsletter published by Turbo One

best value • biggest availability • lowest risk

Message To:-

1. **Potential Participants** who are about to qualify. Please keep up the momentum
2. **Qualified Dealers** with one ticket. Please target for the second.

Incentive Trip to Germany & France

EUROPE

Spring 2004

Paris City Tour

Mercedes Factory Tour

Munich City Tour

Garrett Factory Visit

Bauma '04 Visit

See P. 6

To date, 13 dealers from Singapore, Malaysia and Indonesia have qualified for the Turbo One Premiere Dealers Incentive Trip. To drum up the event, we take pleasure to make highlights of the trips.

Keep selling, keep earning points. It's still never too late to catch up.....put a turbo in your business today.

Closing date is 31 Dec 2003.

Issue No.3 September 2003

Turbocharged Day 2003

Breathing Life Into Customer Satisfaction

▲ Turbocharged Day is our annual gathering to brush upon daily skills, to reinforce our business philosophies and to recognise the talented contributions from our team of dedicated associates.

Turbocharged Day 2003 was held at Turbo One Singapore on 5 July 2003. The guest-of-honour is Mr Martyn Howorth, General Sales Manager of Holset.

The morning session was turbocharged by Mr Victor Tai, psychologist and management consultant, who addressed on 'Emotional Intelligence(EQ) at the Workplace'.

In the afternoon, Mr Martyn Howorth led participants on creating greater customer satisfaction. He analysed ways on how to handle 2 types of dissatisfied customers: The Talker-who will tell the company to improve; and The Walker-who won't tell the company, just walk away, but tell many other people about his poor experience. Indeed, the walker is silent, but deadly.

Before the sumptuous dinner, our managers singled out the excellences of their team members. In turn, the directors recognized the managers for their superior efforts and leadership.

2003年Turbocharged Day於2003年7月5日在新加坡Turbo One举行。特邀嘉宾是Holset的行销总经理Mr Martyn Howorth。

早上的环节是由心理学家兼管理顾问Mr Victor Tai发表《工作环境的情绪智力(EQ)》主题的讲座会。Mr Victor Tai和大家分享了一些促进工作环境社交联系和情绪管理的良策。

下午，Mr Martyn Howorth则指导出席者如何让客户更加满足的方法。他的主要策略是如何应付2种客户：一是会要求公司改善服务或产品的说话者，二是不会给公司任何建议，只会离开，然後在很多人面前诉说自己不好遭遇的步行者。其实，沉默的步行者，才是破坏公司的致命因素。

在享用丰富的晚餐之前，公司经理还对团员们的优越功劳赞颂一番，而主管也表扬了所有经理的努力和领导。

▲ Mr Martyn Howorth leading the participants in assessing the financial impact created by satisfied vs dissatisfied customers.

▲ Members preparing to role play on real life customer service situations.

▲ The winning team receiving prizes for their superior enactment of customer service.

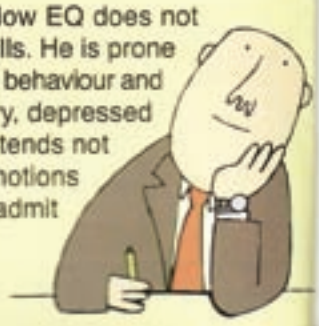
▲ Mr Victor Tai discussed strategies for enhancing social bonds and emotional satisfaction at the workplace.

What's Your EQ Level?

EQ or Emotional Quotient refers to a person's capacity to feel and appreciate other human being. It covers emotions, interpersonal skills, social sensitivity, intuition, creativity, bonding and empathy.

Someone with high EQ gets along very well with his colleagues and boss. He is passionate and dedicated to his work. He is sensitive and compassionate, while understands his faults and tries to correct them. Mother Theresa is a good example. Young children tend to have high EQ too.

Someone with low EQ does not have people skills. He is prone to uncontrollable behaviour and often feels angry, depressed and fearful. He tends not to show any emotions and refuses to admit his mistakes.



Increasing Product Knowledge Part of The Superior Offerings

1st BWA Training A Success

▲ A group photo at the completion of training is now a Turbo One ritual.

We are honoured to have Borg Warner Turbo Systems (BWA) to organise a training for us and our customers. This training was held at Turbo One Singapore on 24 March 2003. Mr Christian Seibert, based in Germany, conducted the 1-day training, covering turbo fundamentals, product part numbering and diagnosis.

Mr Peter Stephenson, the Director of Aftermarket and Mr Garry Shields, Asia Sales Manager, also attended this occasion.

我们非常荣幸能够邀请到Borg Warner Turbo Systems (BWA)为我们和客户举办培训会。这个培训会於2003年3月24日在新加坡Turbo One举办，由驻德国的Mr Christian Seibert主持，其中课程包括了涡轮基本原理、产品配件编码和识辨。

大约有40个人出席这项培训会。为了加强学习效果，Mr Seibert还特地进行了一项有奖涡轮问答比赛。

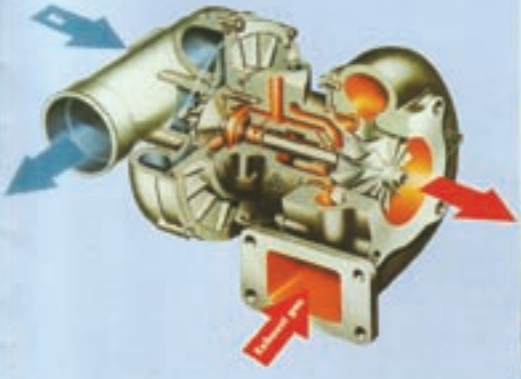
此外，售後市场主管Mr Peter Stephenson和亚洲行销经理Mr Garry Shields也出席这项培训会。

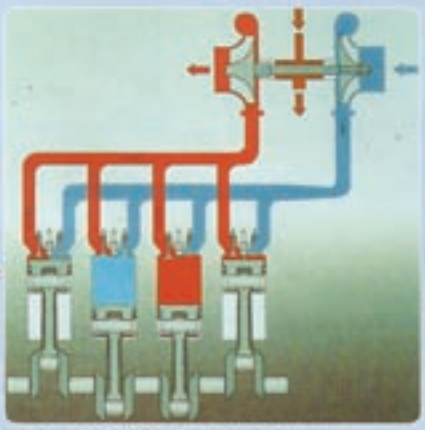
▲ About 40 participants filled up the Turbo Gallery

▲ To make learning more effective, Mr Seibert conducted a surprise turbo quiz. Of course, prizes are included.

▲ (Left to right) Mr Stephenson, Mr Seibert and Mr Shields holding a BWA turbo each.

Facts Of A Turbocharger:





▲ Schematic Of An Engine Boosting Systems

▲ A turbo is a high technology product, subject to extreme temperature.

▲ Internal parts of a turbo, seen from a cut off model.

Vision / Mission / Principles

Corporate Identity

Vision

To be the leading turbocharger organisation innovative & excellent in all that we do.

Mission

To provide THE SUPERIOR OFFERINGS with best value, biggest availability & lowest risk for our customers, in successful partnership with our suppliers & our people.

Our guiding principles are Quality and Value in what we provide our customers, & Integrity & Professionalism from our people.

Principles

Quality

We offer quality products, and our service levels will meet or exceed customer expectations.

Value

We offer best value by providing greatest benefits and competitive pricing.

Integrity

We operate in adherence to our Code of Conduct in all that we do to satisfy our customers.

Professionalism

We strive to improve ourselves through continuous learning and higher productivity, while treating our customers, suppliers and our people with respect.

THE SUPERIOR OFFERINGS

是专为我们的商业夥伴制订的优越建议书。
我们决意全心为您奉献，助您达致成功

The high quality proposal to our partner's business.
It is our commitment to your success

Language Definition by Time Dictionary:

Superior

1. Higher in quality or merits.
2. Better than most others of its kind.
3. Of greater value or importance

Offerings

1. A sacrifice of something precious to the deity (in this case, the customers of Turbo One)
2. To present for acceptance
3. A proposition

Practical Definition by Turbo One:

1

BEST *Value*

最佳优惠
良好服务和具竞争性的价格

Customer Service

2

BIGGEST *Availability*

最多选择
产品选择广泛，存货量多

Choice Of Products

3

LOWEST *Risk*

最低风险
减低您的商业风险，我们的3G是您的必赢策略

TURBO ONE PTE LTD

Lower Your Business Risk.
Our Guarantee Is Your Sure-Win.

1. Genuine 原装全新

2. Price 价格保证

3. Exchange 无险对换

Due to varied market needs, 2 &3 are offered on case-by-case basis to different customers. Conditions apply. Please check with us.

Price

Stock Levels

The most awesome fair for Turbo One customers

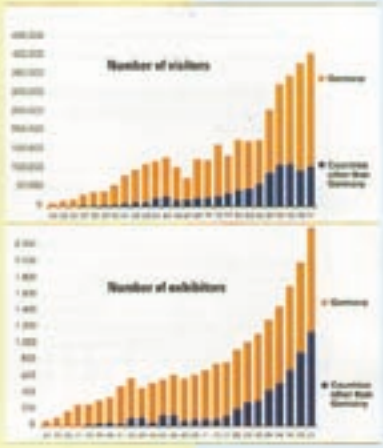
Bauma 2004

Welcome to the number 1 world fair for construction machinery, building material machines, construction vehicles and construction equipment. Held every 3 years, the 2001 show was a resounding success with over 400,000 visitors, over 2300 exhibitors covering 450,000 sqm of exhibition space. www.bauma.de

Turbo One customers who qualify for the Europe incentive trip will be visiting this awesome fair.

欢迎光临世界首屈一指的建筑机械、建筑材料机器、建筑车辆和建筑设备展销会。这三年一度的展销会，在2001年取得了优越的成就，一共吸引了超过400,000位参观者、超过2300参展机构和占用了450,000平方公尺的展览空间。www.bauma.de

赢取欧洲奖励旅游团的Turbo One客户将会参观这项盛大的展销会。



Award in recognition of Turbo One's Commitment

2002 Garrett Asia Best Distributor

We are deeply privileged to receive this reward of the highest honour. This recognition was presented by Mr Hideo Ishii, President of Garrett Asia in conjunction with the 2003 Garrett Asia Premier Distributors Meeting.

About 10 distributors were invited to this exclusive summit, held in Spring City Resort Hotel in Kunming, China on 16-19 Jan 2003.

During the summit,Mr SK Song and Mr Lee Bennett explained on the Garrett business. Mr Bennett assurred distributors that Garrett's delivery performance will improve in order to satisfy customers needs.

After the meeting, golf was organized and distributors enjoyed the game at this magnificent resort. Thanks to the wonderful Garrett team who organise this excellent meeting. We look forward to more Garrett business in the future.

Group picture at the marvelous Spring City Resorts, Kunming.

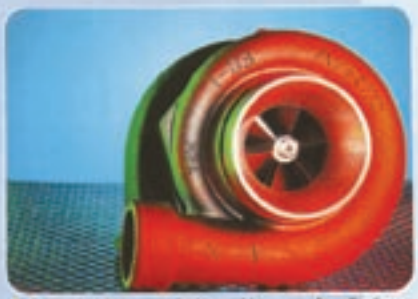
我们感到非常荣幸获得2002年度最佳Garrett亚洲经销商的殊荣。这项最高荣誉，是在2003年Garrett亚洲经销商大会上，由亚洲Garrett总裁Mr Hideo Ishii颁发。

大约有10个经销商受邀出席这个於2003年1月16日至19日在昆明Spring City 渡假村酒店举行的独家峰会。大会上，经销商们集体讨论提升Garrett售後市场业务的对策。

Distributors brainstormed on ideas to increase Garrett aftermarket business.

会後，主办当局还安排了高尔夫球环节，让经销商们在这华丽的渡假村享受打高尔夫球的乐趣。我们期待Garrett的未来业务蒸蒸日上。。

Food, Glorious Food and More Glorious Food. Appreciation to Garrett for warmest hospitality.



Garrett turbos are applied to a wide range of applications. In motorsports, this ball bearing Garrett is capable of producing 600HP for 2.5-2.8litres engines.

Mr S K Song
Director Of Aftermarket, Asia

Mr Lee Bennett
Operation Director, Asia Pacific

Mr Thomas Chooi
Sales and Marketing Manager

Mr Ishii (left) presenting 'Asia Pacific Distributor of the Year' to Turbo One

IHI Turbocharges Porsche Cayenne

The marriage of all-wheel drive and turbo technology is not new at Porsche. In 1996, the Porsche 911 Turbo was the first street Porsche to transfer its incredible power to the road via all-wheel drive. Now, Porsche engineers have applied this advanced technological combination to the all new Cayenne to achieve a striking new level of sport utility vehicle performance and driving exhilaration.

▲ Turbo boost pressure is controlled by the engine management system, reaching 1.6 bar (absolute) under full acceleration from just 2,250 rpm.

On road or off, the new Cayenne Turbo is a resolute and masterful performer. The 4.5-liter Cayenne V8 is turbocharged by a twin IHI turbo. With Tiptronic S, the Cayenne Turbo takes just 5.6 seconds to reach 62 mph with a top track speed of approximately 160 mph.

The Cayenne delivers legendary Porsche on-road performance and prowess, yet is equally capable and reassuring when venturing off-pavement. It can navigate a freeway, city street or a dirt track with equal aplomb and agility.

It is a Porsche, delivering a driving experience without equal.

Porsche工程师将全轮驱动先进科技及涡轮科技组合，应用在全新的Cayenne，使跑车性能和驾驶乐趣达致了令人雀跃的新境界。

不论是在马路或其他路面，新的Cayenne涡轮拥有绝对一流的性能。这4.5公升的CayenneV8是由双IHI涡轮驱动，配合Tiptronic S，它只需5.6秒就能达致时速62里的速度，以及大约时速160里的最高跑道速度。此外，它可在2,250至4,750rpm时达致460lb-ft的扭转力，并在6,000rpm达致450马力的最高动力。Cayenne体现了Porsche的驾驶性能和超凡技术，即使在凹凸不平的路面也能够发挥同样的性能。

Porsche——予您不同凡响的驾驶体验。

▲ Maximum power of 450 hp is reached at 6,000 rpm, preceded by 460 lb-ft of torque all the way from 2,250 to 4,750 rpm

◀ This is the first time IHI turbo has been selected as OE to Porsche.

▲ The rear view of the Porsche Cayenne Turbo.

Adapted from http://www2.us.porsche.com/english/usa/home.htm

CONTACT

THE SUPERIOR OFFERINGS

Singapore
TURBO ONE PTE LTD
Address : 13, Kian Teck Crescent Singapore 628878
Tel : (65) 6861 5899 Email : sales@turbo.com.sg
Fax : (65) 6268 1611 Website : www.turbo.com.sg

Malaysia
KL TURBO ONE SDN BHD
Address : 38, Jalan Segambut Bawah, 51200 Kuala Lumpur, Malaysia.
Tel : (603) 6252 1182 Email : sales@turbo.com.my
Fax : (603) 6252 8689 Website : www.turbo.com.my

All manufacturers names, numbers, symbols and descriptions used in this newsletter, other than Garrett's, IHI's, MHI's, Holset's and KKK's, are for reference purpose only and do not imply that any part or assembly listed is the product of these manufacturers.

NEW PRODUCT

Turbo In Stock Now:

1. Hino	24100-3301	J08C
2. Hino	24100-3251	J08CT
3. Hino	24100-3331	J08CT
4. Hino	24100-3530/3400	J05CT
5. Hino	24100-3424	K13C
6. Hitachi	Zaxis ZX100M	4BG1T
7. Hitachi	Zaxis ZX200	6BG1T
8. Hitachi	Zaxis ZX230	6BG1T
9. Hitachi	Zaxis ZX330	6HK1T
10. Hitachi	Zaxis ZX450	6WG1T
11. Isuzu	8-94394-6080	6HE1TC
12. Isuzu	8-94390-6500	6HE1T
13. Isuzu	8-97208-9662	6HE1T
14. Isuzu	8-94390-6392	6HK1T
15. Komatsu	PC200-7 Galeo	SA6D102
16. Komatsu	PC300-7 Galeo	SA6D114
17. Nissan	14201-Z5704	FE6T
18. Nissan	14201-96764	PF6T