



UNDER ONE ROOF: ONE FAMILY, ONE-STOP SOLUTION PROVIDER

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SCANIA FIRE TRUCK THE HERO OF FIRE FIGHTING

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#### **WELCOME TO 2015**

It has been two years now, going into a third, since we started the Scania Southeast Asia Griffin Today in 2012. We set out to share great stories from across the region and we continue to do so this year.

We have had such great experiences interviewing our customers. We are so happy to know that they were getting and continue to get the best out of their Scania vehicles for best profitability in their businesses. We have also been happy to be able to take the opportunity to meet them and get to know them better.

Consequently, I would like to wish all our readers a Happy New Year and may your business grow even more than before!

Thank you.



THASANAN PIYA-AKSORNSAI

MARKETING AND COMMUNICATIONS MANAGER SCANIA SIAM CO.,LTD.

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#### Editor-in-chief

Thasanan Piya-aksornsak thasanan.piyaaksornsak@scania.com

#### Editor Group

Ian Tan,

David Onn-Yeoh, Attaphon Choosri, Chelsey Tang, ianjukeat.tan@scania.com/david@westcoast.my/ attaphon.choosri@scania.com/chelsey@somekindofwonderful.sg

#### Publishing agencies

Tdej Marketing Co.,Ltd. & Appelberg,Stockholm, Sweden www.appelberg.com



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you'll benefit from predictable costs and manageable risks — over the entire life cycle of your vehicles. Whether loans or leases, we'll take care of the paperwork and get you set up in no time at all. So isn't it time we talked? Call us at +603 7845 1000 (Malaysia) + 66 2 769 9291-3 (Thailand) and speak to one of our consultants. For more information please visit our website.



Scania (Malaysia) Sdn Bhd (518606-D) No.1 Jalan Tiang U8/93, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor D.E. Malaysia Scania Singapore Pte Ltd. 40, Senoko Road, Singapore 758112

Scania Siam Co., Ltd. 999/19 M.9 Bangna-Trad Rd. KM.19, Bangchalong, Bangplee, Samutprakarn 10540 Thailand

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Scania has proven to be the best among all in terms of fuel-efficiency and reliability in terms of maintenance."

And one of the key persons who was instrumental to Taipanco's success is Nazari bin Akhbar, the Executive Director who controls the company's operations.

Starting with a manager with just a handful of personnel, with a fleet of 10 prime movers and eventually appointed as shareholder, Taipanco has since expanded to 186 prime movers, most of them from Scania.

Based in Port Klang, Selangor, Taipanco commands more than 500 trailers (20 & 40 footers) and is the single largest operator of side-loader equipment under the 'Hammer Maskin' brand in the world, with 32 units under its belt to date. It is also the largest in the Central region in terms of container collections and deliveries to Port Klang's Northport and Westport.

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Under the chairmanship of Mr. Cheah Chong Seng there are three subsidiaries that complement Taipanco's business – Shallas Sdn Bhd (workshop & transport division), Vector Logistics Sdn Bhd and Jambatan Merah Depot Sdn Bhd.

#### Unique chain of command structure

Taipanco is led by Chairman and majority shareholder Mr. Cheah Chong Seng, who has over four decades of experience and is well respected in the logistics community.

He is backed by four Executive Directors with specialised functions and these directors are assisted by departmental heads who report directly to them for a smooth, fast and easy dissemination of communication to expedite important decisions.

Taipanco's headcount is below 300 people, much lower than their competitors, which means lower operational costs and the opportunity to offer better incentives to personnel, and a higher margin for implementation of further expansion plans.

#### Investments in high-end technology

Taipanco's progressive expansion has always included investments in high-end technologically designed systems especially in the day-to-day operating and marketing activities.

The introduction of its webpage portal was a breakthrough as it enabled all its customers, present and potential, to conduct business with Taipanco online, with real time information.

www.scania.com.my / www.scania.com.sg / www.scania.co.th

Installation of GPS and FMS systems in all its entire fleet of prime movers also gives Taipanco the edge to plan, monitor and maximize the utilizations in all its fleet better, making scheduling and monitoring of the deliveries a lot more efficient.

#### Repairs and maintenance work

All repairs and maintenance (R&M) for the prime movers are contractually managed for a minimum period of five years, taking away the mechanical worries of the fleet from operational matters.

"Scania's R&M contract is excellent and gives us peace of mind, knowing that any scheduled servicing or repair work are always in the hands of professional technicians that work is always supporting us 24/7," stated Nazari.

#### The Scania prime movers

When Taipanco started its operations with 10 prime movers, it tried and tested several brands of trucks and realized that European brands are the most reliable and, from then, Nazari decided to build the fleet with Scania prime movers.

The first Scania P124 GA 6X2 NZ prime mover was delivered to Taipanco in 2005 and training for the selected driver of this unit began on the very same day it was delivered.

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Scania is always the first brand choice for our fully employed Taipanco drivers or private operators."

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As part of Scania's total solutions package, all Taipanco drivers handling Scania units are given special training to ensure that the drivers are able to utilise the vehicles up to their maximum potential and make deliveries with due regard to the vehicle and the environment.

"We currently have several brands in our fleet of prime movers, but Scania is the favourite among our drivers," stated Nazari.

Even operators who lease Taipanco's prime movers to haul their clients' goods prefer to be allocated the versatile Scania P410 as it gives them peace of mind when on the job.

"Scania has proven to be the best among all in terms of fuel-efficiency and reliability in terms of maintenance. So, Scania is always the first brand choice for our fully employed Taipanco drivers or private operators," added Nazari.

Nazari believes in fulfilling Taipanco's Vision Statement, and that is to be the best, most efficient and the preferred haulage company providing fully integrated logistics solutions and services to its customers.

To be able to achieve this vision, he is relying on the best all-round prime mover in the market to be able to achieve maximum profitability while delivering what's expected of them.

#### Vehicle replacement policy

Taipanco's vehicle replacement policy is an important factor that has contributed to its accelerated success. Apart from the regular servicing and maintenance, the fleet has a set lifespan of 10 years before they are taken off the road and replaced with new ones. The lifespan used to be 12 years but has since been shortened for improvement of the

services while drivers are more assured of having a vehicle that will perform the deliveries according to schedule.

This well-known policy among Taipanco's customers instils confidence by ensuring them they get the best in terms of efficiency and productivity. Internally, this policy also helps in Taipanco's commitment in an effective system of timely delivery and collection of goods, which is in accordance to Taipanco's established Standard Operating Procedure for the entire Operations Team.

Taipanco is in the midst of negotiating with Scania for a further 10 prime mover units to add to its fleet in a bid to maintain its stronghold in the Central region.

#### **Future expansion plans**

The future looks very promising for Taipanco and with strong commitment from the Board, management and long-time employees, Taipanco is currently ranking No. 1 as the all-round container logistics provider in Central Region, commanding a sizeable share of the market.

As is, a steady annual growth of 10 per cent has been recorded since inception, amidst the challenges posed by the growing competition and stricter regulations from the various ruling government agencies.

The marriage between Taipanco and Scania has created a strong partnership and more importantly an understanding of the needs of both parties. Since the delivery of the first Scania prime mover to Taipanco, Scania has always been very supportive in giving the best products and after-sales services.

"Scania has always been there for us, and with the Total Solutions package, Taipanco will be able to maintain its operations in a more costeffective way, maximising our profitability which in-turn will fuel our growth towards our vision," added Nazari.•

## UNDER ONE ROOF

ONE FAMILY,
ONE-STOP SOLUTION PROVIDER



Reliability and high uptime means that our vehicles are consistently out there, getting the job done, ensuring high profitability."



s the saying goes "It is tough to start a business, but it's even tougher to keep the business running." This definitely rings true for the second generation owner, Pay Teow Seng, Managing Director of Peck

Tiong Choon Transport Pte. Ltd.



Established in 1955 as a partnership between three brothers, Peck Tiong Choon has since evolved over the decades into a group of companies engaged in heavy vehicle or heavy equipment related activities supporting the civil engineering, construction, marine and petrochemical industries. The holding company, Peck Tiong Choon Pte. Ltd., also has investments in subsidiaries engaged in property development in the People's Republic of China. It also has the controlling interest in a locally listed company, Tiong Seng Holding Ltd., which is engaged in civil engineering, construction and property development in Singapore, Papua New Guinea, India, the People's Republic of China, Vietnam and countries in the Middle East.

#### The Tough Gets Going

Like the rest of the industry, the 1997 [Asian financial crisis was 1997, global economic crisis started in 2008], financial crisis was probably one of the most difficult times that Peck Tiong Choon had to experience. Some large projects were put on hold while others were stopped. Many of their clients were affected and had to close down, which resulted in bad debts. Peck Tiong Choon survived through the tough times by reducing expenses, issuing shortened payment terms to clients and managing their reserves with great efficiency. "We are really proud that we never had to make any staff redundant, especially since everyone is like family to us. Many of them are still here in their first job and our staff member with the longest service has now reached forty four years and he is still with us!"

"The Board made a good decision not to overstretch our resources or expand too rapidly in terms of fleet size and market share growth but instead, opted for a more conservative but stable and consistent progress, always staying in-tune with market demand. If we have a dollar, we'll use eighty cents and keep the twenty for rainy days, that has always been how we run our business," said Pay.

#### One Step At A Time

Being conservative, Peck Tiong Choon initially lagged behind in picking up market trends and taking risks when evaluating opportunities, although they have definitely caught up over the years. Government projects such as the Thomson MRT line and HDB constructions have boosted confidence in market demand and the company has been investing significant resources to ensure they are now onboard this bandwagon.

One such investment is in their new fleet of 15 Scania P400 Euro 5 vehicles (P400LA4X2MSZ). Pay said: "We have been using Scania for more than a decade, even before the Scania Singapore office was established! To me, Scania is of the highest quality and performance outfits and that is something we will not take risks with. Reliability and high uptime mean that our vehicles are consistently out there, getting the job done, ensuring high profitability."

I'm impressed that the power remains uncompromised even with strict emission controls."

Peck Tiong Choon's investment is in the new Euro 5 13-litre SCR engines in the P-series, which has torque outputs of up to 2100 Nm, providing exceptional drivability, impressive operating economy and sheer driving pleasure. "These vehicles are built to deliver under tough conditions and tight deadlines. I'm impressed that the power remains uncompromised even with strict emission controls, which is a requirement for all heavy vehicles from this year onwards. At Peck Tiong Choon, we always try to think and plan ahead and this is a perfect example in practice," said Pay.

"Furthermore, Scania, like us, is a total solution provider. They understand our need for convenience, efficiency and reliability by providing optimized products and services, and we rely on partners like Scania to deliver our promise to clients. One example is Scania's maintenance package. Our in-house mechanics perform the daily checks and upkeep but we send our vehicles in for periodic diagnostic maintenance, keeping them in tip-top working condition, which in turn translates to best profitability." •

Faster deliveries. Smoother servicing. Less downtime. These are the effects when Scania is increasingly able to prepare its chassis for bodywork and superstructures right in the factory.

Text: Per-Ola Knutas Illustration: Kjell Thorsson Photo: Lucas Holm, Scania

## Prepared for the task

USTOMISATION, BODYWORK and superstructures for trucks and buses have traditionally been added towards the end of the delivery cycle. Scania dealerships, or in many cases the customers themselves, have ordered superstructures such as cranes and cement mixers or various applications for refuse collection trucks. Sometimes this has meant that time-consuming tasks late in the supply chain have lengthened the time from order to delivery. Unique customised solutions may also require very special servicing and parts.

Scania wants to improve this situation with its new Bodybuilding Centre (BBC) in Södertälje, Sweden. The purpose of the Centre is to facilitate and streamline the assembly of bodywork and superstructures and to provide the industry's best support for bodybuilders.

"Our job is to ensure that our customers get a vehicle that is as well prepared as possible right from the factory, by partially customising the chassis," says Peter Almqvist, Head of the Scania Bodybuilding Centre. "That way we can shorten the supply chain by one or more stages.

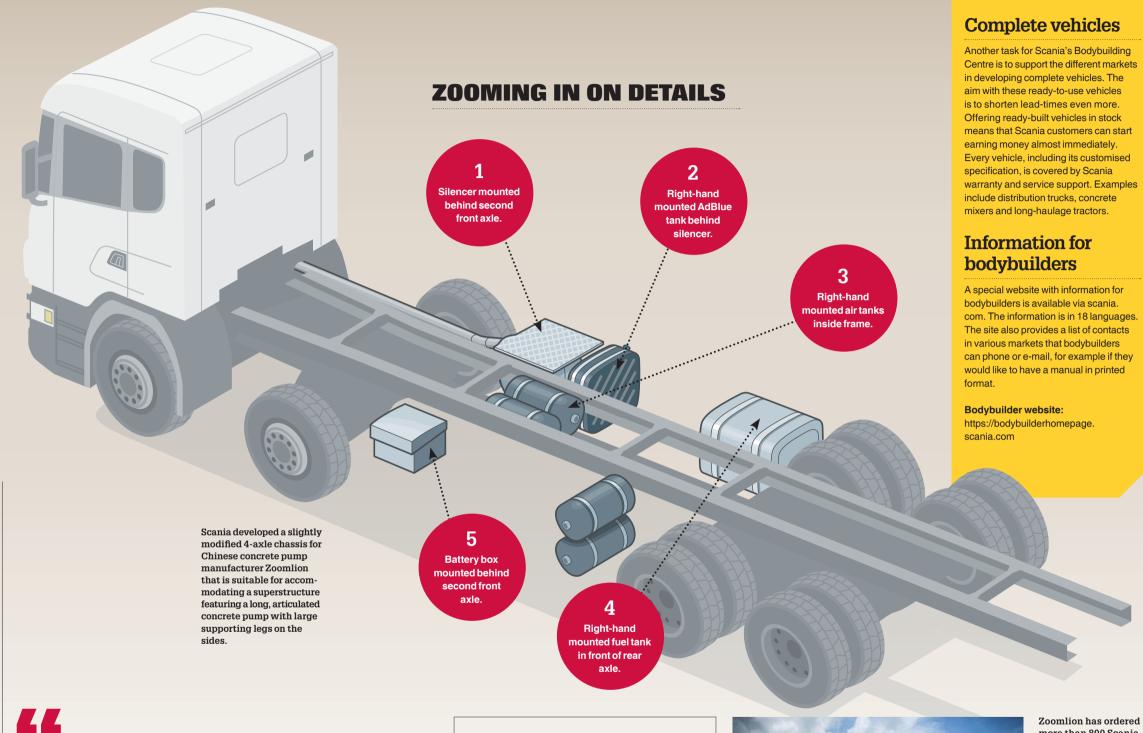
"In concrete terms, this may mean that we mount locking devices for swap bodies on the frame right at the factory, or that we move the silencer so that the chassis can accommodate a particular type of crane," Almovist continues.

The advantage of this approach is that Scania can take greater responsibility for the entire delivery, thereby making it easier to service both the vehicle and the bodywork or superstructure at the same place - in a Scania workshop

"This leads to less downtime, better opportunities for our customers to plan their servicing and the security of knowing that the parts will be available and that Scania will assume full warranty responsibility," Almqvist

IN EACH MARKET where Scania operates, there is a person responsible for contacts with local bodybuilders. The Scania Bodybuilding Centre has had extensive contact with these people in order to gather information on the varying needs of customers.

"We see that transport needs are often of the same type, but that local traditions may differ. At Scania BBC our aim is to find general solutions that facilitate the process, right up to the complete end product. In the past, our dialogue with bodybuilders focused on technical details, but like the rest of the industry, today we are talking to a greater extent about profitability. Our ultimate goal is to find solutions that contribute to improved business opportunities for our customers." says Almqvist.



Our job is to ensure that our customers get a vehicle that is as well prepared as possible right from the factory, by partially customising the chassis.

Peter Almqvist, Head of Scania Bodybuilding Centre



more than 800 Scania trucks, including a 7-axle truck with a concrete pump that has a range of 101 metres. The 7-axle truck has given Scania a place in the Guinness Book of Records as the world's tallest concrete pump.

A "normal"

4-axle chassis





Since the Scania fire truck came to be stationed at our unit, the firefighting team of Chaophraya **Surasak Sub-District Municipality has been operating** at full capacity and efficiency.

ire is an energy that is immensely beneficial to mankind, since it provides us with both light and heat. However, the heat can cause catastrophic harm if uncontrollable fire breaks out in an accident. Being able to gain access to the site promptly is essential if the firefighting team is to put out the fire quickly.

Every second is precious when one is working against time. Fire trucks also face this challenge. If they are constantly ready for speedy and efficient operation, then this inspires firefighters to feel confident in their work.

Mr. Kriangkrai Weerapipat, Deputy Head of Disaster Prevention and Mitigation of Chaophraya Surasak Sub-District Municipality, Sriracha District, Chonburi shared his experiences of working with the high-efficiency Scania truck., "I am not in the least surprised that Scania fire trucks are accepted as the world's very best because since they came to be stationed at our unit, the firefighting team of Chaophraya Surasak Sub-District Municipality has been operating at their full capacity and efficiency. The truck enables quick arrival at the scene and the engine is capable of injecting as much as 4-6,000 litres of water per minute. By contrast, normal fire trucks can inject only 3,000 litres per minute. This makes a big difference in tackling the fire and reducing the damage it does."



#### The truck's efficiency guarantees people's safety

"The Chaophraya Surasak Sub-District Municipality is in an area with as many as three industrial estates, Pinthong Industrial Estate, Hemaraj Industrial Estate and Bowin Industrial Estate. It also contains the route that is used by vehicles carrying goods from Laem Chabang port to Rayong province, which is the location of the largest industrial estate in the Eastern Region. Most of the time when there are fires or other accidents, then it is vehicles carrying chemicals or oil which are involved. This makes the fires more serious than usual. So it is important to use high-efficiency fire trucks. Scania fire trucks are specially designed to help and protect other people. They can respond promptly in unpredictable situations. Scania's highly efficient engine can inject water over a long distance, which increases the safety of the firefighters and keeps them from having to get too close to the fire itself."

"Our unit has 14 fire trucks and 42 firefighters who oversee an area of 298 km². Although our team has high levels of knowledge, expertise and experience, equipment and fire trucks are important factors that provide confidence when fighting a fire. These days, the Scania fire truck is the main truck for carrying out the suppression of fires because of its capacity for operating for a long time continuously. It is the first and only

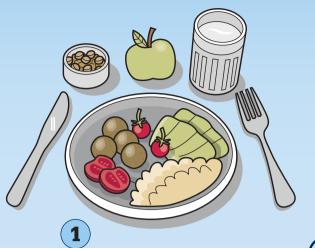
high-efficiency fire truck in the Eastern Region at the moment. If firefighters from other nearby area call for help then we are ready to get there and join in the operation. Consequently, both the trucks and the staff must be ready every day and all the time. A Scania fire truck is loaded with 2,000 litres of firefighting foam, 1,000 litres of water and a water pump and other apparatus, so it is no surprise that it weighs 20 tons when fully loaded. Nevertheless, a Scania truck has a high-efficiency engine, which enables convenience and smooth operation. That means every one of our staff is more confident in their own safety every time they carry out their work."

#### **Convenient, Quick, Prompt in Service**

"We examine the readiness of the fire trucks constantly and we are strict about checking according to the schedule. We are confident about the expertise of the mechanics at the Scania service centre because no matter what problems may arise and no matter when, they can always give us advice and solve our problems. The important thing is that there are Scania service centres all over the nation. There are mobile service vans that can come to help us anywhere and at any time, even when we have to operate at the scene of a fire. Fire trucks are responsible for helping relieve public hazards. Accidents can happen at any moment. It would be best if no accidents occurred at all but, if one does, we are obliged to suppress it as soon as possible because hesitating for even a split second can mean great loss. ... Scania not only provides firefighters with safety during operations but also contributes to reducing the losses from the accidents and damages that may occur".



Road safety Illustration: Kjell Thorsson



Eat regular meals! Eating breakfast, lunch and dinner is vital. Eat. two to three snacks. like fruit, nuts, a sandwich or a voghurt, in between meals. Vary your food intake, and eat lots of vegetables and fruit and drink water. Avoid candy. cookies, energy drinks, lemonade and soft drinks. These lack nutrition and give you unnecessary energy.





Plan regular breaks at rest stops, taking into account long stretches of monotonous roads and potential traffic jams.

## Stay sharp!

Many road accidents are caused by fatigue, which impairs a driver's ability to concentrate and react. Here are five concrete tips on how to prevent tiredness.

Text: Per-Ola Knutas



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If you feel tired, pull off the road and drink one or two cups of coffee. Then nap for 20 minutes in a dark and quiet environment to allow the caffeine to kick in. Remember, catnaps help but are no substitute for a good night's sleep (seven to eight hours).



During short breaks, try doing some basic exercises such as this one: walk outdoors for a few minutes in fresh air and daylight (daylight makes you alert). Also, bend your knees while keeping your arms elevated. Stretch your legs and your arms. Repeat five times.





Avoid alcohol and medication that cause drowsiness and impair one's ability to react and concentrate. Remember, alcohol and medication can have tiring effect the day after intake.

# CAN YOU HANDLE MORE THAN YOUR VEHICLE?

Scania Driver Competitions 2014/2015 have all the chance to become the best one yet. More than 85,000 drivers from some 40 countries all over the world are expected to take part.

Text: Hannah Kirsebom and Scania Photo: Dan Boman, Peggy Bergman, Lucas Holm

**THE WORLD'S LARGEST** driver competition is celebrating its 10th anniversary. The basic elements of Scania Driver Competitions remain the same: driving, fuel economy, safety and manoeuvring — those competing for the title of 'Best bus or truck driver' must command all aspects of the competition. It's all about maintaining a consistently superior standard — and keeping a cool head. Accuracy and good judgment is rewarded above speed. The driver who makes the fewest mistakes wins, although efficiency is still important since working against the clock is a part of every skilled driver's day—to—day reality. To become a champion the driver must command all aspects of the competition such as driving, safety, behaviour, firefighting and cargo securing.

A new and important message that will imbue the Driver Competitions is the sentence "Can you handle more than your truck?"

"This is our way of celebrating the driver for two main reasons: A professional driver of today meets numerous challenges every day apart from just driving, and a winner in Scania Driver Competitions has to manage a lot more than just driving a truck from A to B," says Mikael Person, Project Manager, Scania Driver Competitions.

He continues: "Basically much is the same, but we have put energy into some important areas with news that are beneficial for the practical work. Among the exercises you'll find some oldies and goldies, but there're also some new elements and disciplines."

At the core of Scania Driver Competitions is the key message: "Scania believes that the driver is the single most important asset for economy, environment and safety."



When Scania focus on delivering sustainable transport solutions, the driver's role is increasingly important. The drivers are the most important factor in overcoming the challenges the transport industry is facing today regarding road safety, fuel efficiency and reducing the transport industry's environmental footprint.

Says Person, "The goal of the competition is also to draw more people into a profession that has become all the more demanding and versatile." •



















## AN EYE-OPENER AT THE SCANIA TEST & DRIVE ASIA 2014 IN THAILAND

1<sup>ST</sup> -4<sup>TH</sup> JULY, 2014 – SCANIA HELD THE TEST & DRIVE 2014 IN THAILAND FOR THE FIRST TIME IN ASIA



"It was an eye opener for us to see the reliability of all Scania prime movers," said Ginderpal Singh of Shaziman Transport.

The main highlight of this event was the 'Safe Driving Challenge,' which required participating entrepreneurs to drive Scania trucks themselves to get past several obstacles. The winners of this challenge were Mr. Krishnamoorty Chelliah from Merit Haulage (M) Sdn Bhd., Malaysia, Mr. Fong Kuan Leong of Speedway Logistics, Singapore and Mr. Jedsada Sophontamrongsiri from STS Guntang Logistics Co., Ltd., Thailand.

Congratulations to everyone! Everyone certainly had a great time!













#### **OPTIMISED TRUCKS FOR THE BEST PROFITABILITY AT FM DRIVE**

On June 21st, Scania Total Solutions was on full display at the FM Drive Event in Kota Kinabalu, Sabah. Scania displayed the P410 LA 6x2 MNA, a true favourite of the petroleum industry. Together with a wide range of optimised products and services from Scania, the customers learned about how they can achieve profitability through improving their total operating economy.

#### **SCANIA CONTINUES TO** SHARE NEW **INNOVATIVE IDEAS WITH KL CITY** COUNCIL **DELEGATION IN STOCKHOLM**

On May 12-14th, A delegation from Kuala Lumpur City Council headed by Mayor Datuk Seri Ahmad Phesal Talib went to Stockholm. They were searching for new technologies, products and solutions which were both accessible and offered sustainable development to society.





#### TEAM TORQUE EMERGE AS WINNER IN 'SCANIA TOP TEAM **COMPETITION - ITE COLLEGE WEST EDITION'**

September 10th, a competition was held this morning at ITE College West. The winner of the Scania Top Team Competition was the ITE College West Edition team, which successfully worked on and solved problems about four components presented through a set of challenges. The components were Transmission, Engine, Electrical and Theory.



#### **SCANIA SHARES ITS TOTAL SOLUTIONS FOR BEST PROFITABILITY WITH PETRONAS TANKER OPERATORS AND DRIVERS**

Scania Malaysia was at the inaugural Road Tankers Operations Guidelines Day 2014 (ROTG), organized by Petronas Dagangan Berhad (PDB) on August 28th. Scania showcased a wide range of products and service solutions, which can contribute to operators' profitability, including the potential of the Scania Fleet Management System.



#### **SCANIA SHARES BUS SYSTEMS EXPERIENCE** FROM AROUND THE WORLD AT SUSTAINABLE AND ACCESSIBLE URBAN TRANSPORT SEMINAR

September 15th - Business Sweden (the Swedish trade and investment council of the Embassy of Sweden) recently co-organized the Sustainable and Accessible Urban Transport Seminar with Dewan Bandaraya Kuala Lumpur (DBKL) and Suruhanjaya Pengangkutan Awam Darat (SPAD), which aims to encourage investment into better urban transportation systems in Malaysia. Scania's speaker was Nick Leach. Director of Vehicle Sales Support for Scania in Asia, who spoke about Scania's experience in helping to provide urban transport solutions for better city living.

#### News



#### **SCANIA JOINS HANDS WITH** C&R **TECHNOLOGY**

September 17th, 2014 -Scania Siam held a Cooperation Agreement Signing Ceremony with C&R at AETAS Lumpini.

With an unrivalled reputation for being a world leader in engine innovation, Scania aims to ensure high quality products and services to all customers. The latest collaboration with C&R Technology, an experienced distributor with expertise in maintenance service, will help penetrate the Thailand market by targeting the government and private agencies.





#### **SCANIA** LAUNCHES **SPECIAL 10M BUS IN THAILAND**

Scania moves forward by launching the first 10 metre-long bus chassis in Thailand. This special length vehicle is customised for unique and limited routes. Recently, Scania delivered six buses, the first consignment in Thailand, to Swe-Trans Co., Ltd., for Chulalongkorn University transfer operation on October 16th, 2014.

#### P & S TRANS **SERVICE HAS** CONFIDENCE **TO CHOOSE SCANIA P410 TRACTORS**

Mr. Pattapon Eakthanasuntorr managing director of P & S Trans Service Co., Ltd. had the confidence to choose the best commercial car innovation and received 8 P140 Scania trucks to expand his business and increase the efficiency of the service. making it quicker and safer.





www.scania.com.my / www.scania.com.sg / www.scania.co.th

#### **SCANIA SHOWS HIGH TECHNOLOGY AND BEST PERFORMANCE IN NORTHEASTERN TRANSPORT SOCIETY MEETING**

September 13th, 2014 - Scania displayed the P 360 LA 6x2 MNA, which includes a wide range of optimised products and services at this meeting. Customers learned about how they can achieve profitability through improving their total operating economy and were also introduced to the Scania network in Khon Kaen to help with maximizing customers' profitability.



