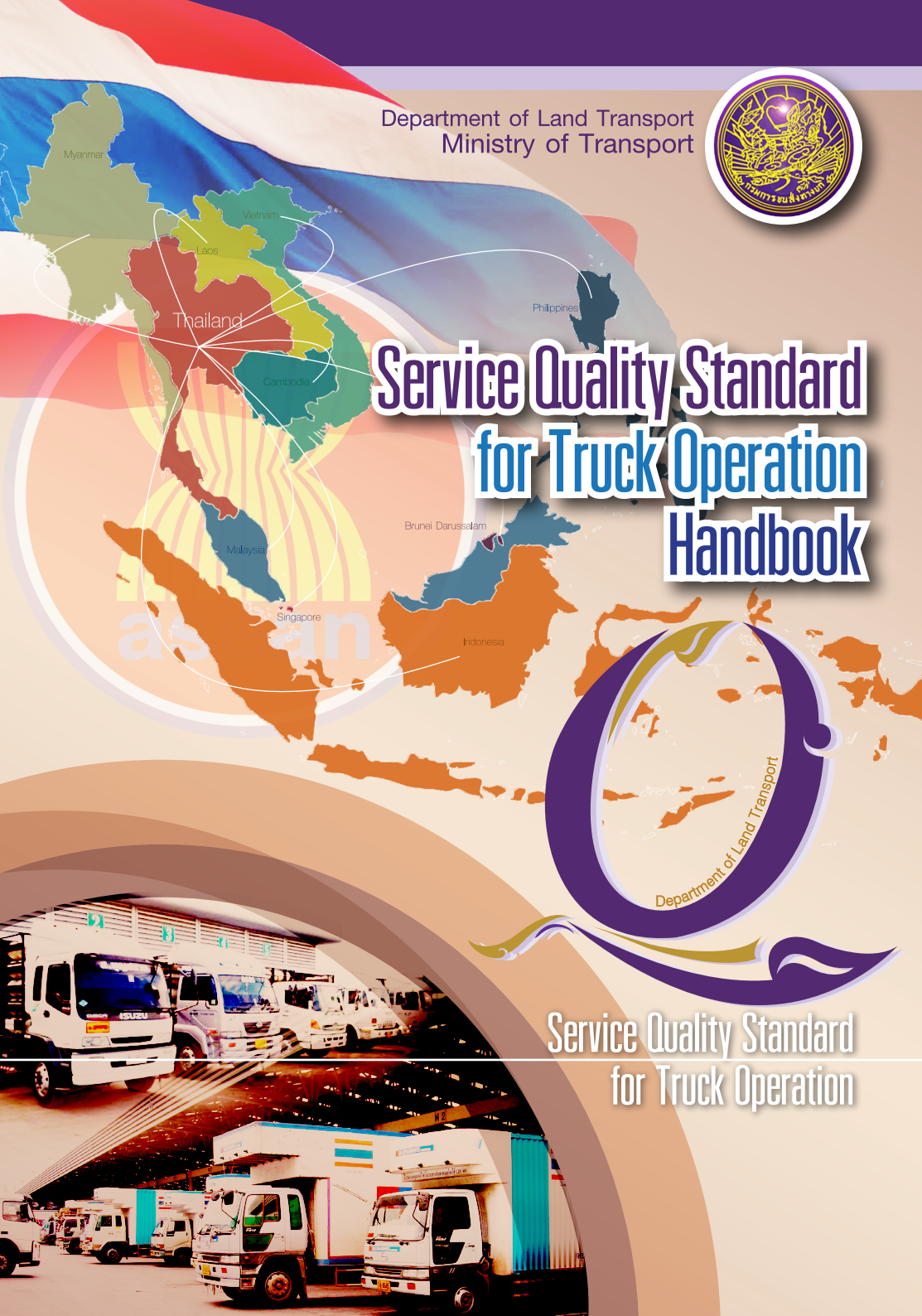


Department of Land Transport
Ministry of Transport



Service Quality Standard for Truck Operation Handbook



Service Quality Standard
for Truck Operation

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1 Introduction

- ❖ Background
 - ❖ Service Quality
 - ❖ Purpose of Service Quality Standards
 - ❖ Advantages
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-
-

1.1 Background

Truck transport development is crucial for effective logistics and to maintain Thailand's competitiveness. Development of standardized transportation services to meet industry needs will effectively support and drive logistics and the supply chain management process. Standardization will enable operating cost reduction and add value to various industries. In order to enhance the quality of road freight transport services, trucking transport operators need

to be supported and encouraged to improve their services capacity in areas such as evaluation of efficiency and use of performance data to set business goals and related frameworks to reach desired targets. Therefore, the government should have a strong role in supporting trucking operators concretely, in both technical and informational capacities, particularly for small and medium size operators. Then, road freight transport services would be able to support national trade and industries effectively which will lead, in turn, to improved readiness to face the challenges and opportunities of the free trade era.

The Department of Land Transport (DLT) has established a “Service Quality Standard for Truck Operation” (Q Mark). The standard provides guidelines to improve each transport service activity to an acceptable level, with the dual goals of ensuring compliance as well as satisfying the customers.

1.2 Service Quality

Nowadays, there is a high competitive level for freight transport industry since more and more trucks can easily owned and operated with less control. Most of the transport operators, around 60%, are small operators. They only aim for the highest profit

without considering on creating an opportunity to strengthen their customer base and grow their businesses sustainably.

DLT believes in the philosophy of creating sustainably business that operators must be able to identify their customers, and their customers' needs to meet customer satisfaction. This principle leads the department toward the concept of creating "Service Quality". Any organization that has quality service which matches the customers' needs and the will to improve their service level beyond the customers' expectations will be able to maintain and increase their market share and enhance their competitive advantage. The organization will later gain both profitability and sustainable growth for their business. As a result, DLT sets a goal to promote the philosophy mentioned above in a practical manner by using Q mark as a tool.

The creation of Q mark is not only follows the principle of establishing the service quality but also customizes for road freight transport activity and Thai business environment. The key concept is to make the Q standard maintain the effectiveness and the easy implementation suitable for every transport operators. Therefore, DLT ensures the sustainable growth of following the Q standard by

creating the standard based on the factors for building successful organizational management such as:

1) Customer Oriented

Understanding the customer needs is a key to success. One needs to analyze the customer needs, and communicates customer requirements throughout the organization. Moreover, building relationships with customers and assessing customer satisfaction continuously will lead to service improvement.

2) Employees Participation

The participation of employee will help to ensure the completion of implementing service quality policy. Hence, the employee should realize the importance of their role to be part of the company and to take responsibility in both problem solving and targets setting.

3) Stakeholder

Stakeholders such as shareholders, distributors, the local community and society are crucial parts that never been neglected by a successful organization.

4) Systematic Management

A systematic management process can help an organization effectively reach their goals. The organization should concern to assess their performance and risk. The related operation must be clarified throughout the organization, each member should understand their role and responsibility and to enhance the capabilities of the organization.

5) Organization Drive to Success

Clear vision, challenging goals, creation of organization value, and effective resources sharing would create the smooth organization drive.

6) Making decisions with the right information

Effectiveness of decision making must be based on the correct analysis of adequate and reliable information. Employee must be able to access information, be knowledgeable and keep themselves up to date.

7) Continuous Improvement

Continuous improvement provides better performance and creates firm sustainability.

1.3 Purpose of Service Quality Standard

A Service Quality Standard for Truck Operation has been established to improve the potential of the transport operator as specified below:

- 1) To raise service level of road freight transport.
- 2) To enhance capacity building of truck operator for competition in the world of free trade and service.
- 3) To be a tool for the customer in selecting a qualified transporter.
- 4) To have a government policy and action plan to enhance the quality standard of road freight transport service.

Benefits of Service Quality Standard for Truck Operation

- 1) Customer can has the right choice for road freight transport service with quality and reliability.

- 2) The community with the qualified road freight transport would be affected by less accident and pollution.
- 3) Reduction of the “price war” competition as truck transport operators cannot reduce the necessary expenses to perform the quality for safety.
- 4) To ensure the safety road freight transport after the AEC liberalization.

1.4 Advantages

The quality certified truck operators will have advantages as below:

- 1) Having the right to publish its qualified level of service.
- 2) The Department of Land Transport will promote the quality certified truck operators via the Geographical Database System (GIS) on www.thaitruckcenter.com (Q Mark logo will be shown on their location map and business profile). As a result, customers can choose the right service provider as required.
- 3) Having high priority to rent or manage public asset such as truck terminal and rest area which the Department of Land Transport will develop in the future.

- 4) Having the priority to be granted international road transport permit
- 5) Receiving news and information regularly from the Department of Land Transport, will be invited to participate the related seminar, workshop and development programs.
- 6) Being advertised via commercial channel such as TV and Radio scoops, logistics magazine, leaflet and Q Mark name list booklet.
- 7) The Department of Land Transport may pronounce service quality assurance as one of the key requirements for truck operating license application. In order to promote the quality competition rather than pricing war. As a result, increasing the competitive advantage for the country.

1.5 Benefits for society and nation

- 1) Reduction the impact from accidents and pollution from transportation as truck operators have safety standards and business ethics according to the service quality standard.
- 2) Accessibility to choose the qualified transport service providers that are safe, reliable and efficient via

www.thaitruckcenter.com as an official source of truck operator's database.

- 3) Avoiding risk, mistake and unsatisfied in the transport service from choosing the wrong service providers.

2 Service Quality Standard for Truck Operation (Q Mark)

- ❖ Purpose
- ❖ Certification Publicity
- ❖ Requirements

2.1 Purpose

The Service Quality Standard for Truck Operation (Q Mark) will develop the quality of freight delivery for the benefit of all stakeholders. In preparation for the transport liberalization, operators should prepare to compete with foreign competitors in the changing business context. In scope, the standard combines existing transport law with additional mandatory controls that focus on the management of freight transportation. These regulations

specify what customers, for example, the industrial and trading sectors, need from the transportation service provider. This will support and increase the efficiency of logistics and supply chain management, while reducing cost, maintaining safety, improving operations and adding value to multiple stakeholders.

The guidelines contained in this standard will allow operators to ensure their services meet the requirements of each industrial sector and the needs of their customers. The main purposes are to:

- 1) Improve the quality of trucking service in Thailand
- 2) Create additional value to the road freight industry
- 3) Enhance the efficiency of logistics systems to support trade and industrial sectors
- 4) Demonstrate corporate social responsibility

2.2 Certification Publicity

The Department of Land Transport gives the certified truck operator the right to independently display the Q Mark logo for publicity purposes. The companies may advertise their certified service standard by publishing the Q logo (see the detail of logo on chapter 3) in various media channels such as their business cards, their truck canvases and their website banners. However, the right to display the Q logo will be terminated when the certification is no longer valid.

The validity of certification is five years, starting from the issue date, but no longer than the expiration of the truck operation license. To maintain the quality of certified truck operators, DLT will audit the company every two years.

2.3 Requirements

The quality standard requirements cover five aspects of operation: organization, transport operation, personnel, vehicles, and customer responsibility. The 24 requirements highlighted with grey are compulsory requirements and the remaining 20 are optional.

1) Organization

These requirements focus on well-organized management with clear and measurable performance.

Requirement		Intention
1.1	Have a clear management structure which specifies job descriptions and responsibilities for each position in the organization. All staff should be aware of the management structure and their place in it.	To have a clear management system and hierarchy. Employees should understand their working procedures, functions, authorities and responsibilities.
1.2	State specific policies on transport issues such as drugs, alcohol and safety.	For the organization to align their policies and goals for transport quality development. To communicate these goals to employees at all levels, so that they can successfully meet them.
1.3	Establish key performance indicators (KPIs) for management purposes; for example, on-time delivery, fuel consumption efficiency, accident rate, and customer satisfaction. Actively	To allow performance evaluation and continuous improvement of procedures for setting goals, collecting information and processing data. This will help ensure continuous improvement and

Requirement		Intention
	measure and monitor KPI data.	successful operation.
1.4	Plan to reduce environmental impact with a proper disposal plan for waste such as batteries, tires, and engine oil.	To show social responsibility in reducing the pollution from transport operations. The operators build trust with the community when the waste, such as tires, batteries, and engine oil are disposed properly without impact on the environment.
1.5	Have a policy for responsibility in transportation services such as insurance for damages.	For mutual understanding between the operator and the customer in the scope of services provided, such as delivery warranty.
1.6	Have guidelines for organizational development or a business plan.	For the business development, has the direction that gets along with the current operation.
1.7	Have an action plan for	For effective organizational

Requirement		Intention
	advanced development, such as using Total Quality Management tools (TQM) or Kaizen.	management, the company should adapt the tools or techniques to use in management which will show the current status of the company and promote effective development
1.8	Receive certification from an International Standards Organization (ISO) such as ISO 9001 or ISO 14001 or other business awards.	To show that the operation of the organization is accepted by the related international standard.
1.9	Have membership or participate in activities of an industry federation or association.	To support the community of transport operators and develop stronger professional organizations.
1.10	Have logistics optional services besides transportation, such as cargo services, packing services or customs services.	To promote the operators to provide complete services that lead to 4PL Logistics Service Provider.

Requirement		Intention
1.11	Have the appropriate location, parking lot, details of operation site and maintenance place for convenient operation and reduce the effect to the surrounding communities.	For the most effective transportation network and logistics management.

2) Transport Operation

This requirement focuses on the preparation of freight transport processes through practical manuals to ensure that everyone, including new members of staff, follows correct working procedures. This requirement also focuses on recording of performance efficiency, errors and emergency management processes.

Requirement		Intention
Transport Operation		
2.1	Have a clear work process; by identifying the necessary steps and the relationships among them.	For employees and customers to understand the working procedures and the proper delivery of goods and services.

Requirement		Intention
		The process management, investigation and evaluation will be done systematically so that it will be beneficial even when there is a relocation of employees or recruitment of new employees. For example, having a work process flow chart will help employees gain a better understanding, which provides continuity in the work.
2.2	Have a customer-specific transport operation manual	To outline employee duties so they can work properly.
2.3	Have performance data records, which relate to transport efficiency such as pick-up and delivery times and cargo volume.	To make constant operational improvements by using relevant recorded data for evaluation, error analysis and setting higher goals.
2.4	Have a working failure record in each process containing details, cause of failures, and important	For continuity of working process improvement.

Requirement		Intention
	failure corrections to use in order to improve the transport operation handbook with clear prevention measures.	
Vehicle and Goods Tracking System		
2.5	Have a tracking system for vehicles and goods to know their status, such as phone tracking or Global Positioning System (GPS)	To provide services according to customer needs and be useful for vehicle and driver management.
Emergency Protection and Management		
2.6	Have an emergency handbook that clearly shows the procedures and information needed so that the staff can handle any event quickly and appropriately.	For the staff to handle the situation appropriately by either solving the problem or informing relevant parties to deal with the emergency without delay. This will help reduce losses and the severity of the situation.
2.7	Have an accident and incident record with details	To reduce costs resulting from accidents, and use the

Requirement		Intention
	of the accident, causes, damage, the resolution, and report to the agencies involved.	information to analyze causes and establish a protection plan to reduce future risks.
2.8	Properly set the rest areas for vehicles and drivers along the way.	To reduce the risk of accidents. Drivers can rest from the stagnation and check the vehicle before continuing to drive.

3) Personnel

These requirements focus on human resources management of the organization, both general employee and driver, to ensure systematic employee recruitment and training. Driver positions have additional needs; therefore, a medical check-up should be arranged regularly to assure health readiness for safe driving.

Requirement		Intention
Employee Management		
3.1	Have clear recruitment procedures, records and employee profile databases.	For the human resources management to operate using a system. Searchable employee profiles should be available to aid record keeping.
3.2	Communicate working rules publicly to employees, including responsibilities, operational procedures and penalties for non-compliance.	To establish clarity and agreement of roles and responsibilities to reduce conflicts between employer and employee.
3.3	Schedule and announce appropriate working hours and annual holidays.	To allow employees to plan their work and holidays in advance.
3.4	Provide training programs to develop skills and experiences of employees.	To allow employees to improve their knowledge and skills so that they can work more efficiently and respond to changes in the business context. This will promote

Requirement		Intention
		progress in employee careers and also encourage the employee to work with the organization for the long term.
3.5	Persuade employees to achieve goals, such as giving a prize for an employee with the best performance or having welfare for employee.	For effective and continuous motivation of employees.
Special Requirements for Drivers		
3.6	Have clear recruitment procedures for drivers, including criminal profiling and driving capability testing.	To make sure that the company has proper recruitment procedures for drivers and to ensure public safety.
3.7	Provide training on daily vehicle checks and basic truck maintenance for drivers.	Drivers must be able to check the road-worthiness of the vehicles before driving.
3.8	Provide training in safe and energy-efficient driving.	For the driver to realize the importance of economical

Requirement		Intention
		and safe driving in reducing operating costs, such as fuel cost and expenses caused by accidents.
3.9	Have a regular medical check-up focusing on diseases that reduce driving ability. The results shall be recorded and kept appropriately.	To ensure the physical fitness of drivers for transport operation.
3.10	Maintain vehicle operation records in the driver or vehicle log book.	To record individual work results and to ensure that drivers have enough rest.
3.11	Have an action plan for alcohol testing.	To ensure operator and customer confidence in the driver's readiness.
3.12	Have an action plan for drug testing.	For safe delivery, and reduced social problems, such as theft, debt, and crime.
3.13	Have regular speed	For safety in delivery and to

Requirement		Intention
	restriction in delivery for safety and fuel saving.	reduce the cost of fuel.
3.14	Have a strict rule not to run the engine for a long time while parked.	To reduce wasting fuel and reduce pollution.

4) Vehicle

The vehicle is the main component of the trucking business. There should be a proper plan for vehicle checking and maintenance, as well as a record of the maintenance to ensure operational safety, and cost efficiency.

Requirement		Intention
4.1	Record fuel consumption, both for the whole fleet and individual vehicles, in order to analyze fuel efficiency.	To allow detailed analysis of fuel efficiency appropriate to each type or model of vehicle as well as the route conditions and the type of delivery.
4.2	Plan and schedule vehicle maintenance.	To permit advance planning for maintenance and allow appropriate utilization of the

Requirement		Intention
		vehicle. To ensure all vehicles are in a ready-to-use condition.
4.3	Keep a maintenance record for each vehicle.	To analyze the cost of maintenance for each vehicle and to help make decisions about further maintenance or investment in new vehicles.
4.4	Have a plan to use tools/ equipment to improve vehicle efficiency and clearly setting the operation target.	To improve the efficiency of the transport operation by using technologies, such as reducing the weight of a vehicle's body or using a new engine which saves fuel.
4.5	Plan to bring low pollution vehicles into use and have clear operation plans for them.	To enhance efficient energy consumption and reduce pollution.

5) Customer Responsibility

For the right response to the needs of the customer, it is important for the operator to understand the needs of the customer.

Operators should acquire information about their customers including type of industry or trade and transport requirements. Meetings should also be held to understand client needs and ways to satisfy such needs.

Requirement		Intention
Customer Information		
5.1	Maintain a customer database and with their service history.	To provide more convenience for the customer when contacting the company, to allow companies to provide better service and to create increased satisfaction.
5.2	Have information about customers of clients to improve services.	To provide service according to the needs of every customer.
5.3	Evaluate customer satisfaction- whether the service was provided completely and correctly. Continuously analyze and improve the operation.	To know the current status of services and improve them to meet the highest satisfaction.

Requirement		Intention
Feedback and Response		
5.4	Arrange meetings with customer to know their needs, then record and improve the operation appropriately.	To let the customer be a part in operation improvement.
5.5	Respond to the customer's suggestions and consider the services that cannot meet customer's needs as well as prevent the same problems from happening again.	To improve the services to meet the customer's needs.
5.6	Have a channel to get suggestions from customers or outsiders, record and keep it appropriately.	To get the direct information and use it to improve the operation.

3 Quality Assurance

- ❖ Quality Assurance Application Process
 - ❖ Quality Assurance Committee
 - ❖ Time Frame
 - ❖ The Q Mark
 - ❖ The Quality Certificate
-
-

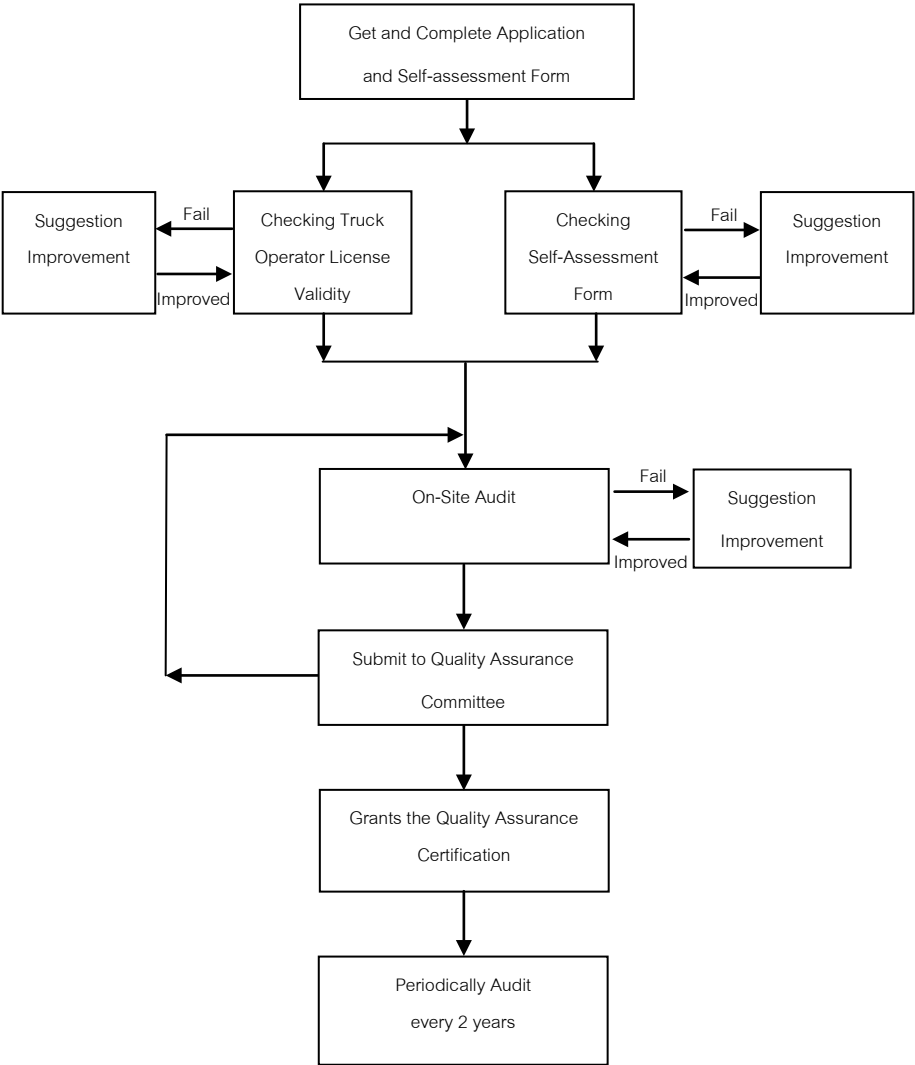
3.1 Quality Assurance Application Process

Truck Operators who would like to be certified for Quality Assurance must be the public road transport license holder according to the Land Transport Act 1979 of the Department of Land Transport. The applicants can apply directly at the Department of Land Transport or Provincial Transportation Authority Office or email develop_dlt@hotmail.com. The application processes are as following:

- 1) The application form and self-assessment form can be downloaded from www.thaitruckcenter.com
- 2) Completed application and self-assessment form together with the copy of truck operator license can be submitted via directly to the Department of Land Transport or Provincial Transportation Authority Office or email develop_dlt@hotmail.com. If qualified, there will be a notification sent to the applicants.
- 3) The Department of Land Transport or Provincial Transportation Authority Office will appoint auditors and make an appointment for onsite audit.
- 4) The audit result will be summarized and submitted to the Quality Assurance Committee.
- 5) The Quality Assurance Committee grants the quality assurance certification.
- 6) The applicants assess themselves and/or get periodically every 2 years audited in order to extend the certification period.
- 7) The validity of certification is five years, starting from the issue date, but no longer than the expiration of the truck operation license.

Chart for Service Quality Standard for Truck Operation

Certification



3.2 Quality Assurance Committee

The Quality Assurance Committee chaired by Deputy General of the Department of Land Transport and the committee compose of representative from public and private sector including education, institution. Its mission is to determine the audit result and grant the certification to qualified applicants.

3.3 Time Frame

End of Year	Self-assessment	On-site Audit
0	✓	✓
1	✓	
2	✓	✓
3	✓	
4	✓	✓
5	✓	

3.4 The Q Mark

The quality certified operators have the rights to produce the Quality Mark according to the Department of Land Transport's announcement for attaching and publicizing their certified service level on their trucks as below:



3.5 The Quality Certificate

 <p>กรมการขนส่งทางบก กระทรวงคมนาคม 1037 ถนนพหลโยธิน แขวงจตุจักร เขตจตุจักร กรุงเทพฯ 10000 โทรศัพท์ : 0-2772-5227, 0-2772-8418 โทรสาร : 0-2772-5288</p>	<p>No. : _____</p> <p>DEPARTMENT OF LAND TRANSPORT 1037 PHRAKLOTHOIN ROAD KHET CHATUCHAK BANGKOK 10000 TELEPHONE : 0-2772-5227, 0-2772-8418 FAX 0-2772-5288</p>
<p>THIS CERTIFICATE IS AWARDED TO</p> <p>_____</p>	
<p>Address : _____</p> <p>_____</p> <p>_____</p>	
<p>To show that they have passed the certification</p> <p>"Services Quality Standard of Truck Operation"</p> <p>According to the principles of Q Mark from the Department of Land Transport</p>	
<p>Given date : _____</p> <p>Valid to date : _____</p>	 <p>มาตรฐานคุณภาพ บริการรถบรรทุก</p>
<p>_____ Director General of Department of Land Transport</p>	

The Quality Certification may be withdrawn as of following cases:

- (1) When the certificate holder formally asks for the withdrawal.
- (2) When the certificate holder quits its business.
- (3) When it is found that the certificate holder cannot comply with the standard's criteria.
- (4) Other cases as per the Department of Land Transport's consideration.

4 Example Documents

- ❖ Organizational documents
- ❖ Transport operation documents
- ❖ Personnel documents
- ❖ Vehicle documents
- ❖ Customer Responsibility documents

To illustrate the procedures for Service Quality Standard certification, a truck company named Prestige Transportation Co., Ltd. has been created as an example according to the explanation in Chapter 2. The documents included in this chapter show the types of document that would be needed to ensure the company's readiness for Q Mark inspection. The examples given are only some of the relevant documents that could be used when applying for Q Mark, because each organization is different. Transport operators can adapt these documents for their organization or use

them to apply immediately if they have these documents ready. In the explanation below, compulsory requirements are highlighted.

Organizational documents

Documents for the regulation of organizational standards are as follows:

No.	Requirement	Documents
1.1	Have a clear management structure, which specifies job descriptions and responsibilities for each position in the organization. All staff should be aware of the management structure and their place in it.	<ul style="list-style-type: none">● Organizational policy● Organization chart● Job Description
1.2	State specific policies on transport issues such as drugs, alcohol and safety.	<ul style="list-style-type: none">● Operation policy● Specific Issue policy
1.3	Establish key performance indicators (KPIs) for management purposes; for example, on-time delivery, fuel consumption efficiency, accident	<ul style="list-style-type: none">● Key Performance Indicators (KPI)

No.	Requirement	Documents
	rates, and customer satisfaction. Actively measure and monitor KPI data.	
1.4	Plan to reduce environmental impact with a proper disposal plan for waste such as batteries, tires, and engine oil.	<ul style="list-style-type: none"> ● Action plan for reducing impact on the environment ● Action plan for waste disposal management
1.5	Have a policy for responsibility in transportation services such as insurance for damages.	<ul style="list-style-type: none"> ● Responsibility policy ● Hiring contract ● Insurance for goods
1.6	Have guidelines for organizational development or a business plan.	<ul style="list-style-type: none"> ● Diagram for business process
1.7	Have an action plan for advanced	<ul style="list-style-type: none"> ● Diagram for

No.	Requirement	Documents
	development, such as using Total Quality Management tools (TQM) or Kaizen.	business process <ul style="list-style-type: none"> ● Long term action plan
1.8	Receive certification from an International Standards Organization (ISO) such as ISO 9001 or ISO 14001 or other business awards.	<ul style="list-style-type: none"> ● ISO certificate ● Business awards
1.9	Have membership or participate in activities of an industry federation or association.	<ul style="list-style-type: none"> ● Membership confirmation letter ● Membership card ● Annual report
1.10	Have logistics optional services besides transportation, such as cargo services, packing services or customs services.	<ul style="list-style-type: none"> ● Details of optional services
1.11	Have the appropriate location, parking lot, details of operation site	<ul style="list-style-type: none"> ● Suitability of

No.	Requirement	Documents
	and maintenance place for convenient operation and reduce the effect to the surrounding communities.	operation site

1.1 General Information about Prestige Transportation Co., Ltd.

Prestige Transportation Co., Ltd. was established on 3rd September 1999. The headquarters and transport station are located at 67/8 Rangsit-Ongkarak Road, Tambon Klong See, Amphur Klong Luang, Pathum Thani Province. Mr. Dhamarak Yordyam is Managing Director and has 100 employees. Their business operates goods transportation by road all over Thailand with more than 40 trucks.

Illustrations

Organizational Policy

Prestige Transportation Co., Ltd. aims to provide our customers with the best quality in freight transportation by:

- 1) Maintaining the quality and standards of the operation at all times.
- 2) Develop the skills and service mind of our staff.
- 3) Ensuring our drivers are road-ready and safety-conscious.

Organizational Objectives

1. To achieve quality, reliable and safe transportation services every single time.
2. To impress customers and build their trust in the company's services.

Mission Statement

"Speedy transport with quality and customer service oriented"

1.1 Organization Chart

Managing Director

- ☐ Setting policy and goals as well as controlling and monitoring working progress in every unit of the company.

Operation Division Manager

- ☐ Managing transport operation i.e. consignment planning, order management, vehicle scheduling, vehicle and equipment maintenance management to ensure customer service quality.

Transportation Section Manager

- ☐ Managing and planning the delivery order.
- ☐ Managing and monitoring the truck and its shipment.
- ☐ Managing mistakes and emergencies during delivery.
- ☐ Taking care of and controlling truck drivers.

Maintenance Section Manager

- ☐ Managing truck and equipments maintenance as well as infrastructure of the organization.

Inventory Section Manager

- ☐ Managing procurement and inventory for equipment, spare parts and tools which support the delivery.
- ☐ Managing fuel consumption in delivery.

Administration Division Manager

- ☐ Managing human resources and accounting tasks for work quality.

Human Resources Section Manager

- ☐ Managing tasks concerning staff and recruitment.
- ☐ Managing staff training and development.


Accounting Section Manager

- ☐ Managing accounting, finance and budget.

Marketing Division Manager

- ☐ Managing marketing tasks and services.
- ☐ Responsible for public relations and communication with the customers.
- ☐ Responsible for customer needs and customer satisfaction.

1.1 Example of Job Description

	Prestige Transportation Co., Ltd. 67/8 Rangsit-Ongkarak Road, Tambon Klong See, Amphur Klong Luang, Pathum Thani
Job Description	
Position _____	
Reporting to _____	
Job description in brief: _____ _____	
Responsibilities <ol style="list-style-type: none"> 1. _____ 2. _____ 3. _____ 4. _____ 	
Qualifications: <ol style="list-style-type: none"> 1. _____ 2. _____ 3. _____ 	

4. _____	
Skills/ Knowledge/ Additional training needs:	
1. _____	
2. _____	
3. _____	
4. _____	
Signature of employee :	Signature of approval person :
Position :	Position :
Date :	Date :

1.2 Example of Operations Policy and Specific Policy Documents

Companies are encouraged to draw up and publish policies on variety of relevant specific issues.

Operations Policy

- Manage transportation tasks according to strict standards.
- Develop human resources' potential and service quality.
- Improve operation quality continuously.

Specific Issue Policy (Alcohol and Drugs)

Our company has a strong policy to eliminate and prevent drug usage inside our work place with cooperation from our employees and government officers. Alcohol levels in employees are checked before they start working and random urine checks are performed as well as observation of employees' behavior by colleagues. If it is discovered that an employee is involved in drugs, the company will investigate, give guidance, send them for treatment, and record it in the employee's personal information. We aim to be a drug-free company in accordance with the Government Policy.

1.3 Example of Key Performance Indicators for Management

The company has established KPI in the following areas:

- 1) Customer satisfaction; indicated by questionnaires and phone inquiries.
- 2) On-time delivery; as a percentage of deliveries made within agreed time.
- 3) Employee mentoring and coaching; indicated by the number of trainees.

- 4) Safety awareness; indicated by the number of incidents each month.
- 5) Working records; indicated by employee's attendance report not exceeding the limit

Key Performance Indicator
Transport Operation Department, Prestige Transportation Co., Ltd.
Month

No.	Name of Plan	Overall				Note
		KPI GOAL		Actual		
		Point	Percent	Point	Percent	
1	Customer satisfaction (ECR)	80	95%			
2	Punctual goods delivery					
	2.1 Just in time	1000	100%			
	2.2 Returning container before closing time	500	100%			
3	Employee mentoring and coaching	10	75%			
4	Safety awareness projects					
	4.1 Fire	0	100%			
	4.2 Theft	0	100%			
	4.3 Accident	0	100%			
5	Working records					
	5.1 Late	> 1.50%	0.50%			
	5.2 Leave		1.00%			
	5.3 Absence		0.00%			
TOTAL						

Company's KPI

- (1)

On-time delivery

≥

95%
- (2)

Delivery perfection

≥

95%
- (3)

Employee training

≥

1 time/person/quarter
- (4)

Average fuel consumption

≥

4.5km./litre
- (5)

Accident rates

=

0
- (6)

Customer satisfaction

≥

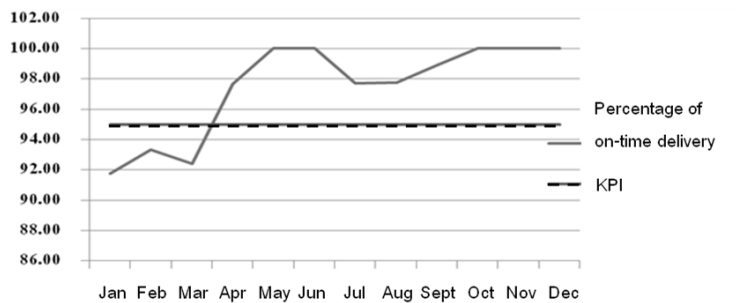
90%

On-time Goods Delivery KPI

Results for goods delivery between January and December, 2010
by Prestige Transportation Co., Ltd.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Total delivery	85	90	92	85	85	87	90	88	90	90	90	90	1062
On-time delivery	78	84	85	83	85	87	85	86	89	90	90	90	1032
Percentage	91.76	93.33	92.39	97.65	100	100	97.70	97.73	98.89	100	100	100	97.18

Working results presented in graph:



The company aims for 95% on-time delivery. As the delivery report in the above graph shows, the delivery in the first quarter did not achieve our goal; therefore, we adjusted the delivery schedule and routes which helped lift the results over the goal. We were able to deliver 100 percent of goods on-time in the last quarter of the year.

1.4 Guideline for Protecting and Reducing Impact to the Environment

Prestige Transportation Co., Ltd. has set an action plan for protecting and reducing the impact on the environment with the following pollution control measures:

- Set storage area for used batteries and tires to prevent the danger of chemical leakage.

- Set area for engine oil transfer. Prepare a container for used engine oil to prevent the danger of engine oil leaking into water sources which may pollute the water and soil surface. Supply a tank or cesspool to systematically keep used engine oil before the disposal process.
- Set an appropriate disposal system with the correct time period. The agency that takes care of this process has to get approval from the Government Organization.
- Assign the maintenance department to take responsibility for waste disposal from the transportation process.

Waste Disposal from Transportation Process (2011)

Main activity	Time frame (fiscal year 2011)												Responsible department
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	
1. Used battery management • disposal every 6 months or at 20 units						✓						✓	Maintenance department
2. Used tire management • disposal every 6 months or at 30 units pieces						✓						✓	Maintenance department
3. Used engine oil management • disposal every 4 months or at 200 liters				✓				✓				✓	Maintenance department

Transport Operation Documents

Documents related to transport operation should have the following content:

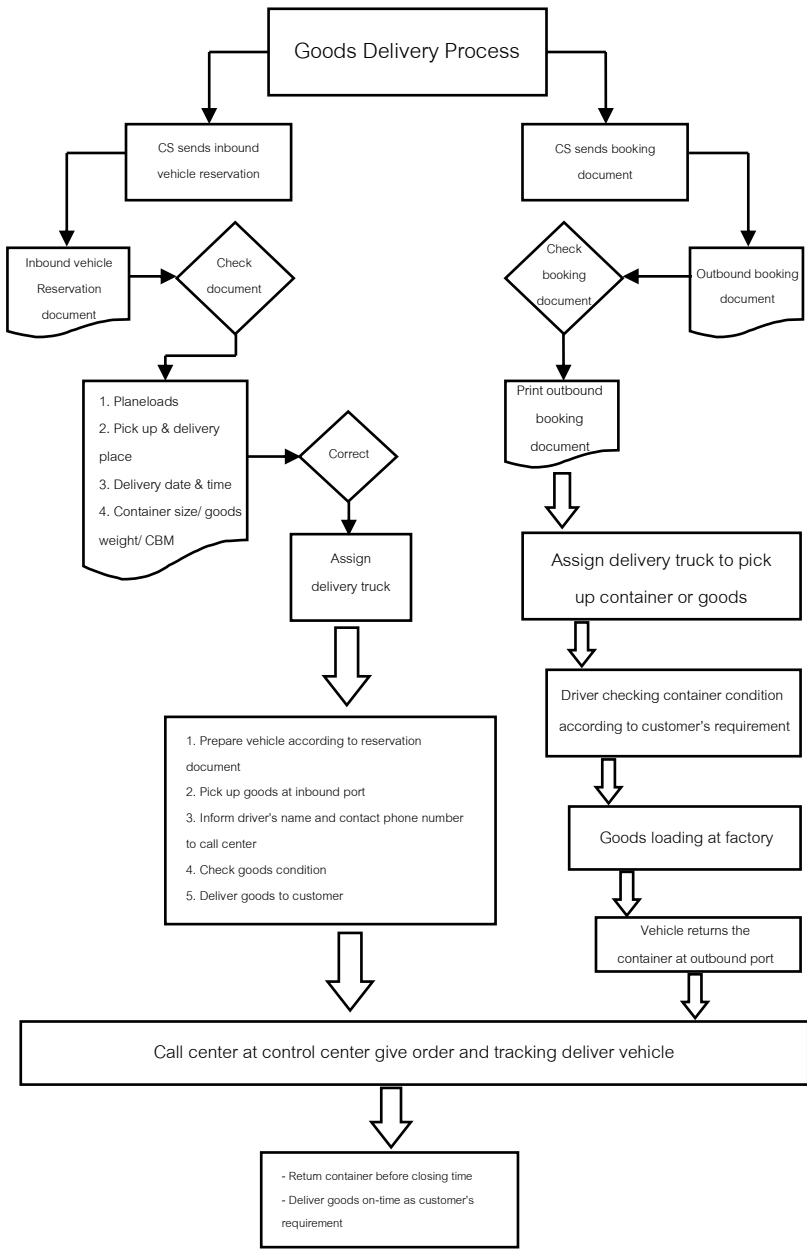
No.	Regulation	Example documents
2.1	Have a clear work process; by identifying the necessary steps and the relationships among them.	<ul style="list-style-type: none"> ● Transport operation working procedures and flowchart
2.2	Have a customer-specific transport operation manual.	<ul style="list-style-type: none"> ● Transport operation handbook ● Transport operation handbook for individual customers ● Job Description
2.3	Have performance data records, which relate to transport efficiency such as pick-up and delivery times and cargo volume.	<ul style="list-style-type: none"> ● Delivery Operation report

No.	Regulation	Example documents
2.4	Have a working failure record in each process containing details, cause of failures, and important failure corrections to use in order to improve the transport operation handbook with clear prevention measures.	<ul style="list-style-type: none"> ● Failure management ● Failure report ● Failure prevention measures ● Failure history
2.5	Have a tracking system for vehicles and goods to know their status, such as phone tracking or Global Positioning System (GPS).	<ul style="list-style-type: none"> ● Details of tracking system.
2.6	Have an emergency handbook that clearly shows the procedures and information needed so that the staff can handle any event quickly and appropriately.	<ul style="list-style-type: none"> ● Emergency management handbook
2.7	Have an accident and incident record with details of the accident, causes, damage, resolution, and report to the agencies involved.	<ul style="list-style-type: none"> ● Accident record

2.8	Properly set the rest areas for vehicles and drivers along the way.	<ul style="list-style-type: none">● Transport operation handbook● List of rest areas for vehicles and drivers along the way
-----	---	--

2.1 Transport Operation Working Procedures

The company should set working procedures for its main transport operation activities and elaborate these procedures in a flowchart for employees to follow. The basic requirements of this standard are goods delivery and receiving process. The figure below illustrates the flowchart of goods delivery processes at Prestige Transportation Co, Ltd.



2.2 Transport Operations Handbook

To make sure that the company will receive good levels of customer satisfaction, transport operation processes should be standardized and written down so that they can be communicated to all employees. The handbook will show guidelines for each job, regulations and primary problem solving procedures. The company must provide the Transport Operation Handbook which may provide topics as follows:

Driver's Guidelines

Getting started

- ☐ Task assignment
- ☐ Job briefing
- ☐ Route planning
- ☐ Pre-departure
- ☐ Vehicle check list
- ☐ Uniform

Receipt of goods and delivery procedures

Driving rules

Troubleshooting

Emergency cases

Accident response procedures

Working rules and regulations

Work processes

Operations workflow

Transport operations

2.3 Delivery Operations Reports

Daily Reports

Job Number	Date/Time of Assign	Quantity/ Weight Kg	License Plate Number	Client	Goods Pick Up Place	Delivery Place	Date/Time Of Departure	Date/ Time of Arrival	Time Hours	Standard / Below
RT00001	20 th Apr 2011	2,000	70-1111	Niyom sub	Bangpu Factory Samutpakan	Mahachai Samutsa-korn	1 st May 2011 08:00	1 st May 2011 09:30	1.30	Standard
RT00002	10 th Apr 2011	1,000	70-1112	Jaidee	Bangkok	Saraburi	1 st May 2011 08:00	1 st May 2011 10:30	2.30	Standard
RT00003	26 th Apr 2011	3,000	70-1113	Mee-ngeen	Bangkok	Nakorn-ratchasima	1 st May 2011 07:00	1 st May 2011 12:00	5.00	Standard
RT00004	30 th Apr 2011	2,500	70-1114	Ram ruay	Bangkok	Rayong	1 st May 2011 08:00	1 st May 2011 11:00	3.00	Standard
RT00005	24 th Apr 2011	1,300	70-1115	Kaidee	Bangkok	Saraburi	1 st May 2011 07:00	1 st May 2011 10:00	2.00	Standard
RT00006	28 th Apr 2011	2,500	70-1116	Chok larp	Bangpu Factory Samutpakan	Nonthaburi	1 st May 2011 08:00	1 st May 2011 10:00	2.00	Standard
Total		12,300								

Monthly Reports

License Plate Number	Quantity	Distances (km.)	Fuel (litre)	Fuel Consumption (km./litre)
70-1111	60,000	4,000	11,000	2.75
70-1112	25,000	5,000	14,500	2.90
70-1113	80,000	5,300	13,500	2.55
70-1114	46,000	4,500	14,500	3.22
70-1115	24,700	6,700	21,000	3.13
70-1116	74,000	4,300	13,100	3.05
Total	309,700	29,800	87,600	Average rate: 2.93km./litre

Sales Report in 1st Quarter of 2011

Customer	Jan2011		Feb2011		Mar2011		Total Quarter	
	Quantity	Sales (Baht)	Quantity	Amount of Money (Baht)	Quantity	Sales (Baht)	Quantity	Amount of Money (Baht)
Niyomsub	57,000	1,710,000	52,000	1,560,000	64,000	1,920,000	173,000	5,190,000
Jaidee	24,000	720,000	20,000	600,000	23,000	690,000	67,000	2,010,000
Mee-ngen	80,500	2,415,000	81,000	2,430,000	82,000	2,460,000	243,500	7,305,000
Ramruay	44,000	1,320,000	46,000	1,380,000	40,000	1,200,000	130,000	3,900,000
Kaidee	23,500	705,000	24,700	741,000	23,000	690,000	71,200	2,136,000
Choklarp	74,000	2,220,000	72,000	2,160,000	71,000	2,130,000	217,000	6,510,000
Total	303,000	9,090,000	295,700	8,871,000	303,000	9,090,000	901,700	27,051,000

2.6 Emergency Management Handbook

The company has prepared procedures for when an accident takes place as guidelines for the drivers to solve the problem. If

the driver has an accident while on duty and is still in a condition to work, the driver should follow these steps:

- When an accident takes place, the driver should immediately report to their supervisor.
- The driver should have the details to report as follows:.
 - License plate number of accident vehicle
 - Date/month/year and time that the accident took place
 - Injuries/ damages
 - Place where the accident took place
 - Litigant or an abnormal situation
- After reporting the accident to the supervisor, the driver should wait in the accident area to take care of any property in the vehicle, goods or others.
- Try to prevent other accidents with the passing vehicles by using a light signal at night or use a red cloth placed

on the road in front of the vehicle and behind to be noticed easily.

- In case there are any injured persons, the driver should promptly help. If the driver doesn't know first aid methods, they should not try to move any injured person, but immediately contact a doctor.
- Participate in alcohol and drug checking arranged by the company.
- Accident should be reported in the vehicle accident investigation form as soon as possible after an accident.

Example of Emergency Contact Notice in the Truck:

Important telephone numbers in case of accident

Prestige Transportation Co., Ltd.	0-2271-8490
Coordinating Officer	0-2271-8888
	Ext. 4705, 4706
Mr. A	0-2272-5369
Mr. Somchai	08-3583-6532

Telephone numbers of related authorities

Highway Police	199
Traffic Division	197
Emergency	191
Fire Police	199
Vehicle Key lost	0-2275-4343
Emergency Center for Helping Injuries	0-2246-0052
Emergency and Disaster Relief Coordination Center	0-2241-7450-9

2.7 Accident Record

Every time that an accident takes place, the company will record details of the accident, such as date, time, place, damages value, etc. All information will be summarized to allow further investigation.

Accident Report Document	Document no. :0003/10
	No. : 77-7777
Driver's name.....Mr. Teeradech Kerdmadee.....	Date...18 th December 2010... Department..Delivery Department...
Date of accident.....17 th December 2010.....	Time.....14:30.....
Vehicle make/model....HINO...License plate no....77-7777.....	Accident location.....Warehouse of Thai Rungrueng Co., Ltd.....

<p>The accident was reported to insurance company named.....</p>	
<p>Cause of the accident</p> <p><input checked="" type="checkbox"/> Driver himself without litigant <input type="checkbox"/> Driver himself with litigant <input type="checkbox"/> Litigant</p>	
<p>Details of the accident and damages</p> <p>While parked in the warehouse of the customer and waiting for unloading of the goods, the vehicle rolled by itself and hit the fence. The company's vehicle was damaged, the front bumper was dented, and the left headlight was broken.</p>	
<p>On spot problem solving;</p> <div><div>1. Called the supervisor to report details of the accident. The supervisor advised to wait for inspection by insurance company.</div><div>2.</div><div>3.</div><div>4.</div></div>	
<p>This part is for the officer (the driver does not have to complete)</p>	
<p>Accident Conclusion</p> <p>Prevention <input checked="" type="checkbox"/> Able to do <input type="checkbox"/> Unable to do</p>	

Problem solving/ Prevention

1. The driver parked the vehicle in a place that is not a specified place to park.
The place is sloped which caused the vehicle to roll; therefore, the driver should use the hand brake and wedges to stop the wheels every time when parking.
2. Assign the supervisor to remind all drivers to be careful when parking during the morning talk every Monday morning.
3.
.....
4.
.....
5.
.....
6.
.....

Signature.....Driver
(.....Mr. Teeradech Kerdmadee....)
...18.../..12.../...10.....

Signature.....
Supervisor
(...Mr. Parkpian Rakkarnngarn...)
...20.../.....12.../...10...

Signature.....
Division Manager
(...Ms. Rakdee Meesakul...)
...21..../.....12...../....10...

Personnel document

Documents that are used to define regulations of the standard about employees should contain these documents:

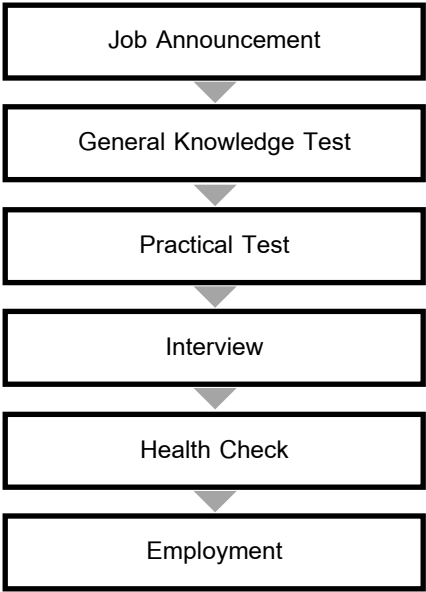
No.	Regulation	Example Documents
3.1	Have clear recruitment procedures, records and employee profile databases.	<ul style="list-style-type: none"> ● Recruitment procedure and regulation
3.2	Communicate working rules publicly to employees, including responsibilities, operational procedures and penalties for non-compliance.	<ul style="list-style-type: none"> ● Working rules and regulations ● Job descriptions (JD)
3.3	Schedule and announce appropriate working hours and annual holidays.	<ul style="list-style-type: none"> ● Working hours prescription document
3.4	Provide training programs to develop skills and experiences of employees.	<ul style="list-style-type: none"> ● Training regulations ● Questionnaires for training ● Training history

No.	Regulation	Example Documents
3.5	Persuade employees to achieve goals, such as giving a prize for an employee with the best performance or having welfare for employee.	<ul style="list-style-type: none"> ● Details of activities ● Performance evidence ● Prize giving evidence
3.6	Have clear recruitment procedures for drivers, including criminal profiling and driving capability testing.	<ul style="list-style-type: none"> ● Recruitment regulations ● Work ability testing report ● Profile checking ● report ● Curriculum vitae
3.7	Provide training on daily vehicle checks and basic truck maintenance for drivers.	<ul style="list-style-type: none"> ● Training regulations ● Training report
3.8	Provide training in safe and energy-efficient driving.	<ul style="list-style-type: none"> ● Training report
3.9	Have a regular medical check-up focusing on diseases that reduce	<ul style="list-style-type: none"> ● Employees' health checking

No.	Regulation	Example Documents
	driving ability. The results shall be recorded and kept appropriately.	schedule ● Health checking report
3.10	Maintain vehicle operation records in the driver or vehicle log book.	● Driver's book or vehicle's book ● Delivery operation record
3.11	Have an action plan for alcohol testing.	● Random checking report
3.12	Have an action plan for drug testing.	● Random checking report
3.13	Have regular speed restriction in delivery for safety and fuel saving.	● Organizational policy ● Controlling guidelines ● Working rules and regulations
3.14	Have a strict rule not to run the engine for a long time while parked.	● Organizational policy ● Controlling

No.	Regulation	Example Documents
		guidelines <ul style="list-style-type: none">● Working rules and regulations

3.1 Recruitment Procedures



3.1 Recruitment Regulations

General Officer Qualifications

1. Age not below 18 years at date of hiring.
2. Healthy, physically and mentally capable of the job.
3. Clear criminal record.
4. Not fired from a job due to incompetence.
5. Male applicants should have already been conscripted for army service or have an exemption from military service.
6. Not insolvent or bankrupt.

Specific Qualifications for Accounting Officer

1. Bachelor's Degree in Accounting.
2. Good computer literacy.
3. Good command of English will be an advantage.
4. At least 2 years working experience in Accounting.

Specific Qualifications for Vehicle Maintenance

1. Graduated with at least with a Vocational Certificate or High Vocational Certificate in vehicle mechanics or machinery.
2. At least 3 years working experience in vehicle maintenance.

Specific Qualifications for Driver

1. At least 2 years of truck driving experience.
2. Own driving license for vehicle type 3 or 4.

Job Description : JD	
Position: Driver	Department: Freight Transport
Supervisor: Freight Transport Manager	Division: Delivery
Description: <ul style="list-style-type: none"> - Safe and on time driving. - Prevent goods from being damaged during delivery. 	
Responsibilities: <ul style="list-style-type: none"> - Delivery by targeted time. - Safe truck driving according to company standard. - Counting goods quantity while loading and unloading of goods. - Wearing proper clothes and being polite when in service. - Maintain good health and mental status. - Other tasks assigned by the manager. 	
Sex: Male	Age: Not over 35 years
Education: Graduated in 4 th year of primary school or above.	Experience: At least 2 years of truck driving experience
Training courses that staff needs to attend: <ul style="list-style-type: none"> - Basic services training - Fuel efficient drive - Safety training - Vehicle usage and maintenance training - Hazardous substances transportation training - Rules, regulations and traffic laws training 	
On duty abilities: <ul style="list-style-type: none"> - Own driving license type 2 - Able to read the English alphabet 	Other requirements: <ul style="list-style-type: none"> - Healthy - Good vision, not color blind - Good interpersonal skills - No substances abuse - No criminal record

3.2 Employee Regulations

The employee regulations should cover the topics belows;

Section 1 : General Regulations

Section 2 : Working regulations and employment conditions

- Working regulations
- Probation
- Changing Job Function and Transferral
- Remuneration and Increments

Section 3: Working days and Working Hours

- Working Days and Working Hours
- Working records

Section 4: Holidays and Days Off

Section 5: Regulations for Working Overtime, Working on
Holidays and Payment Regulations

Section 6: Date and place of remuneration, overtime and
holiday payment
Date and place of remuneration

Section 7: Leave types, regulations and payment on leave days

Section 8: Discipline and Disciplinary action.

- Employee Punishment and Authorized Persons for Disciplinary Action.
- Serious disciplinary actions
- Job suspension during investigation.

3.3 Working hours, holidays and employee leave.

The company has two types of working hours for regular employees and drivers as follows:

1. Regular employees have 1 weekly holiday on Sunday and have leave on official holidays or the holidays which the company has announced before the end of the year. Working hours each day are 09.00 – 12.00 and 13.00 – 18.00. Employees may take leave according to their annual leave entitlements.
2. Drivers will not work longer than 8 – 10 hours per day and the company has to arrange 1 holiday per week. Drivers can drive transport vehicles not longer than 4 hours consecutively counting from the start of working time and have to take a break at least half an hour before

continuing to drive not longer than 4 hours. Drivers have the right to take annual leave according to the law of the Ministry of Labour but if they want to work overtime, the company will consider the capability of individual drivers as to whether they are able to do it or not and will consider additional wages as well.

Holidays for 2011

Prestige Transportation Co., Ltd.

Saturday 1 st January	New Year
Monday 3 rd January	Substitution for New Year
Friday 18 th February	MakhaBuchaDay
Wednesday 6 th April	Chakri Memorial Day
Wednesday 13 th April	Songkran Day
Thursday 14 th April	Songkran Day
Friday 15 th April	Songkran Day
Sunday 1 st May	Labour Day
Monday 2 nd May	Substitution for Labour Day
Thursday 5 th May	Coronation Day
	Royal Ploughing Ceremony
Tuesday 17 th May	WisakhaBuchaDay
Friday 15 th July	AsanhaBuchaDay
Saturday 16 th July	KhaoPhansa Day
Monday 18 th July	Substitution for KhaoPhansa Day
Friday 12 th August	HM the Queen's Birthday
Sunday 23 rd October	Chulalongkorn Day
Monday 24 th October	Substitution for Chulalongkorn Day
Monday 5 th December	HM the King's Birthday
Saturday 10 th December	Constitution Day
Monday 12 th December	Substitution for Constitution Day
Saturday 31 st December	New Year's Eve
Monday 2 nd January	Substitution for New Year's Eve

3.4 Training, skills and experience of employees.

Training Plan

Activity	Due Date	Quarter				Remarks
		1	2	3	4	
Customer Service	31 st Mar 11	✓				Training from outside agencies/Staff for Delivery Department
Company Regulations	30 th Apr 11	✓				In-house Training/Driver and Goods Delivery staff
Teamwork			✓			Training from outside agencies/Staff from all departments
Introductory NGV truck driving	30 th May 11		✓			Training from outside agencies for Vehicles and Delivery Department
Goods sorting, receiving/sending and damage checking	15 th Jul 11			✓		In-house Training/Driver and Goods Delivery staff
Introductory Insurance Procedures	30 th Jul 11			✓		Training from outside agencies/Driver and Goods Delivery staff
Vehicle checking to prevent emergencies	31 st Nov 11				✓	In-house Training/Driver
Annual health check	31 st Dec 11				✓	Health checking by hospital/Staff from all departments

Example of Personal Training Program

1. General Information

Name – Surname	Department	Position	Superior
Mr. Wanput Sudjai	Freight Transport Department	Division Manager	President

2. Courses or Training Programs needed

Courses or Training Programs/ Development	Necessary	Unnecessary
General Programs		
1. Communication skills	/	
2. Customer service	/	
Administration Programs		
1. Operations planning	/	
2. Problem solving and decision making	/	
Technical Programs		
1. Sales Skills	/	
2. English for communication	/	

3. Please suggest additional necessary courses or programs

Courses /Training Programs	Method	Training Reason
Microsoft Access for database	Training	This type of task needs to record data about histories and sales results for customers.
Type of product	On-the-job training Counseling	Each type of product needs different handling requirement.
Organizational culture	Training Counseling	Make sure employee understanding the organizational culture.

3.6 Recruitment of drivers

The company has set the qualifications and recruitment procedures specifically for the driver because this position is the most important position in the company. Thus, the procedures are stricter than other positions. The qualifications of the driver are as follows:

- ☐ Age not over 45 years and in good health
- ☐ 2 years of truck or tractor driving experience with driving license type 3
- ☐ Graduated at least from primary school at grade 4. Can read and write Thai language.
- ☐ Have sufficient English language skills to read the English alphabet.
- ☐ No history of substance abuse
- ☐ Not being under punishment from crime unless the case was already compensated.
- ☐ Good vision, not color blind.
- ☐ Medical certificate guaranteeing that no driving-obstructive diseases were found.
- ☐ Having good character, polite and customer-oriented.

Truck driving test

Criteria for testing capability of the driver has been set in 3 parts consisting of physical testing, mental testing and driving skill testing which have details as follows:

Physical Testing

- ☐ Eye and visual testing.

- ☐ Test the knee joint of the legs whether or not it is strong enough to control large vehicles.

Mental Testing

- ☐ Observe ability to solve problems in a trouble situation.
- ☐ Observe the level of sensitivity which helps reduce accidents.
- ☐ Observe personality, behaviors and verbal communication.

Driving Skill Testing

- ☐ Test ability to drive straight, on a turn and on a curve.
- ☐ Test vehicle controlling for turning, going uphill and downhill.
- ☐ Test for backing up a vehicle.
- ☐ Test for parking in various types.
- ☐ Test for vehicle general knowledge, such as engine position, brake, radiator and different types of oil.

3.7 Training for Vehicle Checking and Basic Vehicle Maintenance.

The company has set the training program for the driver to check the vehicle's condition and basic vehicle maintenance. The driver will be asked to review their recall every month. The examples for training content are:

- ☐ Checking tire pressure
- ☐ Checking engine oil and distilled water
- ☐ Cleaning air filter
- ☐ Changing various kinds of light bulbs
- ☐ Checking wiper blades and refilling window cleaner
- ☐ Noticing engine sounds to find defect
- ☐ Checking battery
- ☐ Checking ribbon-cellular of the radiator
- ☐ Cleaning hot coil of the air conditioner
- ☐ Etc.

Training Schedule: Vehicle and Delivery Department for Year 2011

Program/Subject	Period	Type of Training		Q1	Q2	Q3	Q4	Place	Remarks
		In-house	External						
Traffic regulations and routes	Every 6 months	✓			✓		✓	Company	
Safe delivery and terms of delivery	Every 3 months	✓		✓	✓	✓	✓	Company	
Using cart correctly and safely	Every 3 months	✓		✓	✓	✓	✓	Company	
Checking vehicle condition, using and maintaining vehicle with the correct method	Every 3 months	✓		✓	✓	✓	✓	Company	
Techniques for driving safely and economically	Every 6 months	✓		✓		✓		Company	

Training Report

“Checking Vehicle Condition, Using and Maintaining Vehicle with
the Right Method”

9th June, 2011 at 08:30 – 15:30

At Prestige Transportation Co., Ltd.

Lecture by Engineer Noom Jaidee

No.	Name - Surname	Signature	Remark
1	Mr.A	Mr.A	
2	Mr.B	Mr.B	
3	Mr.C	Mr.C	
4	Mr.D	Mr.D	
5	Mr.E	Mr.E	
6	Mr.F	Mr.F	
7	Mr.G	Mr.G	
8	Mr.H	Mr.H	
9	Mr.I	Mr.I	
10	Mr.J	Mr.J	

On the Job Training Report

Trainee Mr. Kayan Suesat

Department Delivery Position Driver

Training Content

1. Vehicle and engine checking and maintenance.
2. Radio communication and monitoring.
3. What to do when an accident takes place.

Trainer Mr. Aodton Jingjai Department Maintenance

Position Chief of Maintenance Department

Training Period from 9.00 Until 15.00

Things learned from the training.

Maintaining vehicle, engine condition and checking around the vehicle. Checking the engine oil, radiator, tires and distilled water. Have to test the light by turning on the light around the vehicle, checking brake and clutch. When an accident takes place, inform the company first then inform the insurance. If there is any goods on the vehicle, driver has to ask the office whether he should continue delivering or not.

Opinions / Suggestions

Interested and paid close attention in the training.

Signature Mr. Kayan Suesat

New Driver

Date 2nd March 2011

Signature Mr. Aodton Jingjai

Chief of Maintenance Department

Date 2nd March 2011

3.8 Training for safe and energy-efficient driving

The company has regularly arranged training on how to drive the truck, including prohibitions and precautions for the driver of the company.

Employee Training Schedule Year 2010

Vehicle and Delivery Department

Target : To reduce accidents and reduce energy consumption

Activities	Training Schedule	Activity Status				Remarks
		Target	Time-frame	On Process	Done	
Traffic Regulations and Routes Training	Jan10– Mar10	Driver	1 Day			In-house Training
ECO Driving Training	Mar10– Jun10	Driver	3 Days			Invite an expert as a lecturer
Basic Knowledge for using NGV	Jun10– Aug10	Driver	2 Days			Outside Training
Communication System, Checking Safety of Vehicle Protection System and Emergency practice Training.	Jan10– Sept10	Driver	1 Day			In-house Training
Safe Delivery Training	Feb 10– Sept10	Driver	1 Day			In-house Training

3.9 Health Checking Report and Schedule

All drivers of the company have to attend annual health checks which will look for any disease that could obstruct truck driving for the safety of the driver, the public and the company's assets. If such a disease is found, the company will move that driver to do other tasks in the company as appropriate.

Medical Certificate

This certifies that Prestige Transportation Co., Ltd. has passed the company annual health check on 23rd and 28th November 2553 by Medical Center (identify the name of the center or hospital who gave the certificate) according to hospital license number (identify license number) examine by Doctor (identify name of the doctor) and medical team. Medical Technologist has concluded the health check result and certified that the health check was done by theories in all respects.

Best Regards

Health Check Report of Prestige Transportation Co., Ltd. Year 2010

No.	Detailed examination	No. of Attendance	Normal	Abnormal	Abnormal%
1	Physical Examination by Doctor	80	66	14	17.5
2	Chest X-Ray	80	77	3	3.8
3	Complete blood count	80	80	0	0.0
4	Urinalysis	80	67	13	16.3
5	Kidney Function Performance (BUN)	80	80	0	0.0
6	Liver Function Performance (SGOT)	80	80	0	0.0
7	Detecting drugs in urine (Amphetamine)	7	7	0	0.0

Pictures show the example of annual employee's health check.



3.10 Delivery Operation Record

The company will provide a form to each driver to record delivery performance. The driver has to record each delivery for convenience in checking and for use as evidence to reimburse allowances and trip fees according to the Delivery Department.

[illegible]

3.11 Action plan for Alcohol Testing

Alcohol Testing Plan (Random)

Program	Checking Method	Frequency	Checking Amount
Alcohol Testing	Randomly checking alcohol level without prior notice. The alcohol level must be 0.	Weekly	50% of total drivers

Alcohol Checking Plan (100 %)

Program	Checking Method	Frequency	Checking Amount
Alcohol Checking	Checking alcohol level. The alcohol level must be 0.	Every delivery trip	100%

Example of Alcohol Checking on Date_____

No.	Name	Test Result		Signature of Employee	Signature of Examiner
		Detected	Undetected		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

3.12 Action Plan for Drug Testing

Program	Checking Method	Frequency	Checking Amount
Drug Testing	Randomly checking drug usage without prior notice.	Monthly	50% of total drivers

Vehicle Documents

Documents for Vehicle Standard Regulations should consist of the following documents:

No.	Regulation	Example Documents
4.1	Record fuel consumption, both for the whole fleet and individual vehicles, in order to analyze fuel efficiency.	<ul style="list-style-type: none"> ● Fuel consumption report
4.2	Plan and schedule vehicle maintenance.	<ul style="list-style-type: none"> ● Vehicle maintenance plan ● Maintenance timetable
4.3	Keep a maintenance record for each vehicle.	<ul style="list-style-type: none"> ● Vehicle maintenance history

No.	Regulation	Example Documents
4.4	Have a plan to use tools/ equipment to improve vehicle efficiency and clearly setting the operation target.	<ul style="list-style-type: none">● Procurement plan for organizational improvement● Organizational improvement plan
4.5	Plan to bring low pollution vehicles into use and have clear operation plans for them	<ul style="list-style-type: none">● Procurement plan for organizational improvement● Low pollution vehicle usage plan

4.1 Fuel consumption report

The company requires that the fuel usage statistics must be recorded after each delivery in order to analyze the fuel cost and find the way to reduce costs as well as analyzing for the fuel usage efficiency of each vehicle. The fuel consumption rate suggested by the company was not less than 3 km. per litre. If fuel consumption rate of a vehicle is lower than mentioned, the procedure to find the cause and a solution must be found.

Prestige Transportation Co., Ltd.

Fuel consumption Report

From 1st January 2010 to 31st January 2010

No.	Driver's Name	License Plate Number	Vehicle Type	No. of Trip	Distance (km)	Fuel Consumption (km/L)	Fuel Cost (Baht)	Average (km/L)
1	Mr. Lek Praturbjai	70- 3422	6Wheels	13	12,799	2,286.66	66,313.14	5.6
2	Mr. Song Samart	70 -5342	6Wheels	15	752	133.4	3,868.60	5.64
3	Mr. Poon Pruticha	70-1443	6Wheels	10	831	132.48	3,841.92	6.27
4	Mr. Saman Thapra	70-3245	6Wheels	18	5,523	1,022.77	29,660.33	5.4
5	Mr. Sutep Kornkij	70-5324	6Wheels		8,560	1,547.92	44,889.68	5.53
Total				76	28,465	5,123.23	148,573.67	

**Remark

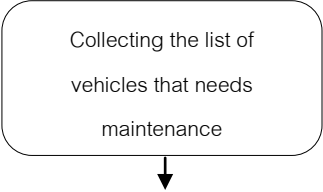
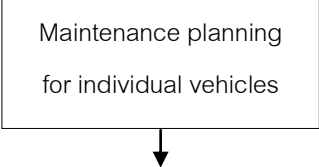
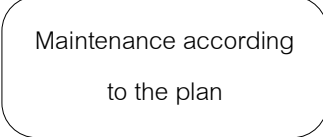
Average fuel cost of January 2010 was 29 Baht/litre

Fuel consumption standard rate of 6 Wheel Truck was 6 km./litre

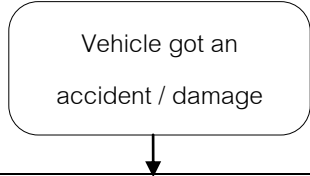
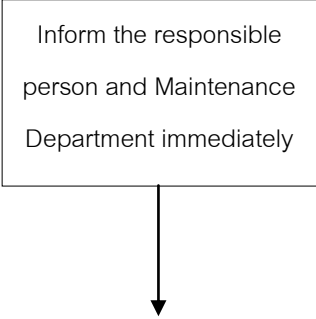
4.2 Vehicle Maintenance Plan

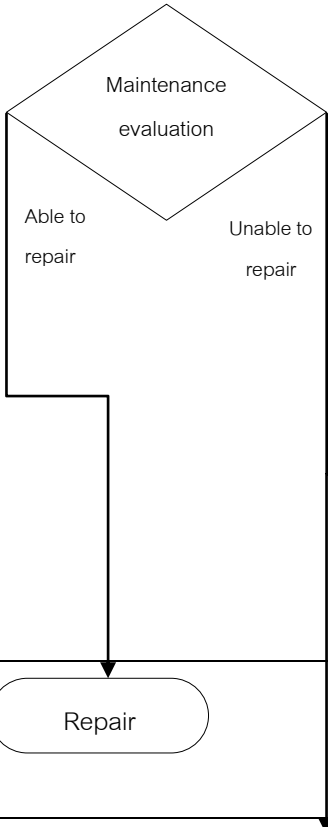
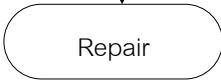
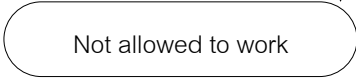
The company has set the vehicle maintenance plan so that vehicles can be used without problems while working and save fuel as well as the spare parts. The maintenance plan that was set between the truck distributor and the company's Maintenance Department is separated into 2 types, in normal case and in emergency case.

Vehicle maintenance procedures in normal case

<u>No.</u>	<u>Procedure</u>	<u>To-do / Goals</u>
1.		1) Collecting the list of vehicles in the company and defining the code for each one. 2) Repeating this step every time when purchasing or selling vehicles.
2.		1) Making maintenance planning for individual vehicles yearly. 2) Arrange a vehicle checking before using. 3) Arrange weekly vehicle checking.
3.		The maintenance result should be recorded in “Maintenance History” of each vehicle.

Vehicle maintenance procedures in emergency case or damage

No.	Procedures	To-do / Goals
1.	<div>Vehicle got an accident / damage</div> 	
2.	<div>Inform the responsible person and Maintenance Department immediately</div> 	<div>1) If the responsible person finds that the vehicle was damaged, they should immediately inform the Maintenance Department.</div> <div>2) If the vehicle was in an accident, follow the emergency handbook and tell the responsible person to inform the Maintenance Department immediately.</div> <div>3) Inform the Delivery Department Manager.</div>

<u>No.</u>	<u>Procedures</u>	<u>To-do / Goals</u>
3.	 <pre> graph TD A[Maintenance evaluation] --> B[Able to repair] A --> C[Unable to repair] B --> D(Repair) C --> E(Not allowed to work) </pre>	<ol style="list-style-type: none"> 1) Repair the damage immediately if the staff is able. 2) If there is no spare part for repair, report to the Supplies Department to procure the part needed. 3) If the staff cannot repair it themselves, inform the Supplies Department to contact outside automotive mechanic.
6.		Keeping the report form in each employee's history file.
7.		<ol style="list-style-type: none"> 1) Inform the Department of Land Transport to cancel the vehicle usage. 2) Waiting for selling vehicle scrap.

Pre-departure checklist for truck drivers

The company is concerned with safety in transportation; therefore, setting regulations to check truck conditions before every use ensures that the truck is in good condition and ready to use in all circumstances, both road and weather conditions. This measure will help in reducing / preventing accidents during operation. The driver of each truck has to perform the check by themselves. The checking report should contain the following information:

- (1) Check for oil leaks in each part by bending to look under the vehicle for signs of leakage, such as engine oil, gear lubricant, clutch oil or rear gear oil. If any leakage is found, report it to the Maintenance Department.
- (2) Check gasoline level.
- (3) Check water level in radiator.
- (4) Check window cleaner level and test the windshield wipers.
- (5) Check cleanness of air filter.
- (6) Check tire condition, the tires must not be ruptured or have anything stuck to the tire surfaces and sidewalls.

- (7) Check for appropriate tire pressure. The pressure of the front tires must not exceed 105 lb./square inch and the back tires not exceed 116 lb./square inch.
- (8) Check the horn sound and the light signals are ready for use condition.
- (9) Check brake by testing. Start driving with a speed of 5 – 10 km./hour then push the brake. The brake must work in only one push.

Preventive Vehicle Maintenance Plan

Distance (km.)	Procedure
15,000	Grease and check 14 parts. (Takes no longer than 1 hour)
30,000 – 60,000	Replace the engine oil and check 28 parts. (Takes no longer than 2 hours)
90,000	Replace the engine oil and check 32 parts. (Takes no longer than 4 hours)
180,000	Replace the engine oil and check 37 parts. (Takes no longer than 8 hours)

4.3 Vehicle Maintenance History.

The company has determined that each vehicle must have a detailed profile including maintenance history and accidents. The data must be systematically recorded in order to be retrieved easily, especially when an accident happens, so the cause will be accurately determined.

Daily Parts Checking Table
for Driver before use.

Checking Date 20th May2011 License Plate Number 70-1113
Driver Mr. Rak Yuenyao Current Mileage Number 4,500 km.

Vehicle Body	Normal	Scratch	Broken	Remark	Engine	Normal	Abnormal	Broken	Remark
Spoiler	✓				Starting system	✓			
Bumpers	✓				Engine indication	✓			
Doors	✓				Air system	✓			
Mudguards	✓				Brake system	✓			
Dust covers	✓				Steering system	✓			
Headlights	✓				Wheel lifting system	✓			
Turn signal lights	✓				Air conditioner system	✓			
Tail lights	✓				Liquid level	Normal	Low	Remark	
Ladder	✓				Distilled water	✓			
Windshield	✓				Coolant water	✓			

Rearview mirror	✓				Windshield cleaning water	✓		
Side mirrors	✓				Engine oil	✓		
Tires	✓				Gasoline	✓		
Spare wheel	✓				Gauge	Normal	Broken	Remark
Air hose	✓				Heat gauge	✓		
Circle plate license	✓				Oil level gauge	✓		
License plate	✓				Oil pressure gauge	✓		

Electric System	Normal	Abnormal	Broken	Remark	Safety	Normal	Broken	Remark
Horn	✓				Seats	✓		
Headlights	✓				Safely belts	✓		
Tail lights	✓				Fire extinguisher	✓		
Turn signal lights	✓							

GENSET				
Hours Number	5800.40			
Check List	Normal	Abnormal	Broken	Remark
Diesel fuel	✓			
Engine oil	✓			
Coolant water	✓			
Electric system	✓			
GENSET plug	✓			

Comments of the technician

[✓] Allowed to operate

[] Park for repair immediately

Repair was done on date 22nd May 2011 Time 15.00

Technician's Name Mr. Jaidee Sabuy

Receiver's Name Mr. Porjai Sukjing

Vehicle Maintenance History

License Plate Number 70-1114

Make /Model VOLVO

Purchased on Date 1st Mar 2010

Important Details

.....10-wheel Truck with a cap on the back.....
.....
.....
.....
.....
.....

[illegible]

4.5 Customer Responsibility Documents

Documents required for the standard of customer and outsider aspect should include the following documents.

No.	Regulations	Example Documents
5.1	Maintain a customer database with service history.	<ul style="list-style-type: none">● Customer database● Service history
5.2	Have information about customers of clients to improve services.	<ul style="list-style-type: none">● Customers' database of their clients.
5.3	Evaluate customer satisfaction- whether the service was provided completely and correctly. Continuously analyze and improve the operation.	<ul style="list-style-type: none">● Customer satisfaction survey.
5.4	Arrange meetings with customer to know their needs, then record and improve the operation appropriately.	<ul style="list-style-type: none">● Minutes of the meeting.● Meeting documents.

No.	Regulations	Example Documents
5.5	Respond to the customer's suggestions and consider the services that cannot meet customer's needs as well as prevent the same problems from happening again.	<ul style="list-style-type: none"> ● Response to the customer's suggestions.
5.6	Have a channel to get suggestions from customers or outsiders, record and keep it appropriately.	<ul style="list-style-type: none"> ● Getting suggestions/complaints.

5.1 Customer and Services Database.

The company has a detailed customer database which includes name, address, type of business, service frequency, factory and head office address, company rules and regulations, billing and check procedures, telephone numbers, both office hours and hot line, and contact person to use as a guideline for ease, quickness and accuracy when contacting customers.

Example of Customer History

Number	1
Name	A Co., Ltd.
Address	1032 Jompol District, Jattuchak Subdistrict, Bangkok10900
Telephone	0-2271-8490
Fax	0-2271-8490
Product Type	Consumer products
Vehicle Type	6-wheel truck or 10-wheel truck
Contact Person	Mr. Khonsong Plodpai
Contact Number	089-262-1162
Email	golf_wanput@hotmail.com
Remarks	-

Number	2
Name	B Co., Ltd.
Address	11/2 Tambon Tungbenja, Amphur Muang, Chanthaburi
Telephone	034-333-1111
Fax	034-333-1112
Product Type	Fruits
Vehicle Type	Container truck

Contact Person	Mr. Saard Ruadrew
Contact Number	089-262-1163
Email	goft_Thursday@hotmail.com
Remarks	The goods are fragile. Be careful in packing and delivery.

Questionnaire for Customer Satisfaction

Section 1 Customer Information

Name/Company.....

Address

Contact Number.....

Product Delivery.....

Section 2 Customer Satisfaction

(Please place a mark ✓ in the box that describes your opinion for each item)

Satisfaction Points	Most(5)	Many(4)	Moderate(3)	Less(2)	Least(1)	Never found in service
1. Service Provision						
1.1 Courteous service						
1.2 Give advice and answer questions clearly.						
1.3 Quick and convenient service.						
1.4 Attentive, enthusiastic and willing to give service.						
1.5 Politely and friendly.						
2. Processing						
2.1 Orderly service						
2.2 Suitable service timing.						
2.3 Clear, easy-to-						

Satisfaction Points	Most(5)	Many(4)	Moderate(3)	Less(2)	Least(1)	Never found in service
understand service processes.						
3. Overall satisfaction						

Suggestions

Conclusion of the Documents/ Procedures Example.

- ✓ Organizational Structure
- ✓ Organizational Policies
- ✓ Key Performance Indicators Plan
- ✓ Key Performance Indicators Result
- ✓ Used Battery, Tire and Engine oil Disposal Plan.
- ✓ Operational Procedures for each Type of Customer.
- ✓ Transport Operations Handbook.
- ✓ Transport Operations Record.
- ✓ Summary of Transportation Performance.
- ✓ Emergency Management Handbook.
- ✓ Accident Record.
- ✓ Employee Profile.
- ✓ Employee Rules and Regulations.
- ✓ Vehicle Profiles/Maintenance Profile.
- ✓ Customer History.

Appendix A :

List of Certified Truck Operators

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
1	ขบ.สนค. 0002/2553	K.N.R. GROUP COMPANY LIMITED	Bangkok	10-Sep-10	13-Aug-14
2	ขบ.สนค. 0003/2553	J. TRANSPORT COMPANY LIMITED	Rayong	10-Sep-10	5-Jun-15
3	ขบ.สนค. 0004/2553	J&J WAREHOUSE AND SERVICE COMPANY LIMITED	Phra Nakhon Si Ayutthaya	10-Sep-10	12-Nov-14
4	ขบ.สนค. 0005/2553	TOP MARINE COMPANY LIMITED	Saraburi	10-Sep-10	1-Aug-14
5	ขบ.สนค. 0008/2553	TRANSUWAN COMPANY LIMITED	Nakhonsawan	10-Sep-10	19-Jun-16
6	ขบ.สนค. 0011/2553	BOONYARIT TRANSPORT PUBLIC COMPANY LIMITED	Samutsakhon	10-Sep-10	24-May-14
7	ขบ.สนค. 0014/2553	RATTANAMONGKOL BANG-PA-IN TRANSPORT COMPANY LIMITED	Phra Nakhon Si Ayutthaya	10-Sep-10	22-Nov-15
8	ขบ.สนค. 0015/2553	LINE TRANSPORT COMPANY LIMITED	Bangkok	10-Sep-10	13-Sep-16
9	ขบ.สนค. 0017/2553	WEERANANT LIMITED PARTNERSHIP	Chainat	10-Sep-10	4-Apr-16
10	ขบ.สนค. 0018/2553	VEHICLE COMPANY LIMITED	Bangkok	10-Sep-10	15-Oct-16

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
11	ขบ.สนค. 0020/2553	SIRIMONGKOL LOGISTICS COMPANY LIMITED	Chumphon	10-Sep-11	15-Jun-14
12	ขบ.สนค. 0022/2553	SIAM SHORESIDE SERVICES COMPANY LIMITED	Bangkok	10-Sep-10	16-Mar-16
13	ขบ.สนค. 0024/2553	RTN LOGISTICS COMPANY LIMITED	Bangkok	10-Sep-10	7-Jun-15
14	ขบ.สนค. 0025/2553	UDOMPATTANA SAMUTSAKORN (1991) COMPANY LIMITED	Samutsakhon	10-Sep-10	28-Mar-15
15	ขบ.สนค. 0027/2553	KIJCHAROEN TRANSPORT COMPANY LIMITED	Bangkok	23-Dec-10	6-Feb-16
16	ขบ.สนค. 0028/2553	K LINE LOGISTICS (THAILAND) COMPANY LIMITED	Bangkok	23-Dec-10	12-Sep-15
17	ขบ.สนค. 0032/2553	NIM SEESENK TRANSPORT 1988 COMPANY LIMITED	Bangkok	23-Dec-10	9-Jan-14
18	ขบ.สนค. 0033/2553	RUAMKIT RUANGRUENG SERVICES COMPANY LIMITED	Bangkok	23-Dec-10	7-Sep-14
19	ขบ.สนค. 0034/2553	W. SURAPHAN TRANSPORT COMPANY LIMITED	Saraburi	23-Dec-10	4-Jan-14
20	ขบ.สนค. 0035/2553	SOMCHAI TRANSPORT LOGISTICS COMPANY LIMITED	Nakhonpathom	23-Dec-10	22-Mar-15

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
21	ขบ.สนค. 0036/2553	SUKSOMKAET TRANSPORT (2004) COMPANY LIMITED	Saraburi	23-Dec-10	11-Oct-14
22	ขบ.สนค. 0037/2553	SUMONYA SARABURI (2001) KONSUANG COMPANY LIMITED	Saraburi	23-Dec-10	3-Dec-16
23	ขบ.สนค. 0039/2553	NUEAR BON COMPANY LIMITED	Saraburi	23-Dec-10	14-Jun-14
24	ขบ.สนค. 0040/2553	AUTO CARRIER (THAILAND) COMPANY LIMITED	Bangkok	23-Dec-10	18-Jan-14
25	ขบ.สนค. 0042/2553	ADVANCE ALLIANCE LOGISTICS COMPANY LIMITED	Chonburi	23-Dec-10	10-Jun-14
26	ขบ.สนค. 0001/2554	KADTANYA LIMITED PARTNERSHIP	Nakhon Sawan	29-Mar-11	22-Feb-14
27	ขบ.สนค. 0002/2554	KIATTANA TRANSPORT PUBLIC COMPANY LIMITED	Samutprakan	29-Mar-11	15-Jan-15
28	ขบ.สนค. 0003/2554	CD. TRANSPORT COMPANY LIMITED	Bangkok	29-Mar-11	15-Apr-16
29	ขบ.สนค. 0005/2554	DUANGTRAWAN TRANSPORT LIMITED PARTNERSHIP	Nakhonsawan	29-Mar-11	18-Sep-15
30	ขบ.สนค. 0006/2554	NAKHONSAWAN TANGPRASERT COMPANY LIMITED	Nakhonsawan	29-Mar-11	11-Sep-15
31	ขบ.สนค. 0007/2554	MANTANA TRANSPORT (1999) LIMITED PARTNERSHIP	Nakhonsawan	29-Mar-11	15-Dec-14

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
32	ขบ.สนค. 0008/2554	RUAMKIT RUNGRUENG CAR CARRIER COMPANY LIMITED	Chachoengsao	29-Mar-11	18-Aug-14
33	ขบ.สนค. 0009/2554	RUAMKIT RUNGRUENG (1993) COMPANY LIMITED	Chonburi	29-Mar-11	29-Oct-16
34	ขบ.สนค. 0010/2554	RATSATHIT GROUP COMPANY LIMITED	Saraburi	29-Mar-11	2-May-14
35	ขบ.สนค. 0011/2554	SAHACHIEMCHOTIWAT COMPANY LIMITED	Nakhonpathom	29-Mar-11	12-Mar-14
36	ขบ.สนค. 0012/2554	SUWANBUTR COMPANY LIMITED	Bangkok	29-Mar-11	8-May-14
37	ขบ.สนค. 0013/2554	R.F. TRANSPORT LIMITED PARTNERSHIP	Nakhonsawan	29-Mar-11	18-Sep-15
38	ขบ.สนค. 0015/2554	CONVOY COMPANY LIMITED	Bangkok	29-Jul-11	24-Jun-14
39	ขบ.สนค. 0016/2554	CHOTIWAT INTERTRADE AND TRANSPORT COMPANY LIMITED	Nakhonpathom	29-Jul-11	10-Aug-16
40	ขบ.สนค. 0018/2554	PANYA SIAM TRANSPORT LIMITED PARTNERSHIP	Pathumthani	29-Jul-11	17-Jul-14
41	ขบ.สนค. 0019/2554	PIONEER AIR CARGO COMPANY LIMITED	Bangkok	29-Jul-11	23-Apr-17
42	ขบ.สนค. 0020/2554	FAREAST REEFER & LOGISTICS COMPANY LIMITED	Bangkok	29-Jul-11	23-May-14

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
43	ขบ.สนค. 0021/2554	MON TRANSPORT COMPANY LIMITED	Pathumthani	29-Jul-11	17-Sep-16
44	ขบ.สนค. 0023/2554	RUENGCHAI SERVICE LIMITED PARTNERSHIP	Nakhonsawan	29-Jul-11	26-Oct-17
45	ขบ.สนค. 0024/2554	VUTHICHAJ TRANSPORT LIMITED PARTNERSHIP	Nakhonsawan	29-Jul-11	29-Dec-13
46	ขบ.สนค. 0025/2554	SRITHAI FREIGHT FORWARDER COMPANY LIMITED	Bangkok	29-Jul-11	7-Feb-14
47	ขบ.สนค. 0026/2554	SAKULTHONG TRANSPORT COMPANY LIMITED	Nakhonpathom	29-Jul-11	3-Dec-16
48	ขบ.สนค. 0028/2554	HI-QUALITY TRANSPORT COMPANY LIMITED	Bangkok	29-Jul-11	7-Sep-16
49	ขบ.สนค. 0029/2554	B-TRANS INTERNATIONAL COMPANY LIMITED	Bangkok	20-Sep-11	4-Jul-15
50	ขบ.สนค. 0030/2554	YUESIKWAE TRANSPORT COMPANY LIMITED	Nakhonsawan	20-Sep-11	20-Oct-17
51	ขบ.สนค. 0031/2554	LIMA LOGISTIC COMPANY LIMITED	Bangkok	20-Sep-11	23-Jun-17
52	ขบ.สนค. 0032/2554	WATCHARASUP PETROLEUM COMPANY LIMITED	Phra Nakhon Si Ayutthaya	20-Sep-11	12-Jul-14
53	ขบ.สนค. 0001/2555	KITTI SEANGCHAI SERVIEC COMPANY LIMITED	Rayong	5-Mar-12	30-Sep-17

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
54	ขบ.สนค. 0002/2555	JEAMCHOTIWAT NAKONPATHOM LIMITED PARTNERSHIP	Nakhonpathom	5-Mar-12	2-Nov-15
55	ขบ.สนค. 0003/2555	THREETRANS (1995) COMPANY LIMITED	Rayong	5-Mar-12	12-Mar-16
56	ขบ.สนค. 0004/2555	TONGTARA TRANSPORT COMPANY LIMITED	Nakhonsawan	5-Mar-12	25-Jul-14
57	ขบ.สนค. 0005/2555	TEERAPHAN FORWARDING COMPANY LIMITED	Songkhla	5-Mar-12	24-Jul-15
58	ขบ.สนค. 0007/2555	Mr.NIVES YORDEE (PECH PHU YOR LIMITED PARTNERSHIP)	Suratthani	5-Mar-12	14-Aug-15
59	ขบ.สนค. 0008/2555	BRK INTERTRANSPORT COMPANY LIMITED	Phitsanulok	5-Mar-12	20-Mar-16
60	ขบ.สนค. 0009/2555	BUNGTHONG TRANSPORT COMPANY LIMITED	Chonburi	5-Mar-12	29-Jun-14
61	ขบ.สนค. 0010/2555	PONPITAK TRANSPORT COMPANY LIMITED	Saraburi	5-Mar-12	26-Jun-16
62	ขบ.สนค. 0011/2555	P.S.P. TRANSPORT COMPANY LIMITED	Samutsakhon	5-Mar-12	22-May-14
63	ขบ.สนค. 0013/2555	PATHARA- NAKORNLAUNG COMPANY LIMITED	Phra Nakhon Si Ayutthaya	5-Mar-12	20-Oct-15

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
64	ขบ.สนค. 0014/2555	MERLEX TRANSPORT COMPANY LIMITED	Bangkok	5-Mar-12	12-Jun-16
65	ขบ.สนค. 0015/2555	YUSEN LOGISTICS (THAILAND) COMPANY LIMITED	Bangkok	5-Mar-12	4-Jan-17
66	ขบ.สนค. 0016/2555	RUNGROJ SERVICE LIMITED PARTNERSHIP	Khonkaen	5-Mar-12	8-Jul-14
67	ขบ.สนค. 0017/2555	LAND TRANSPORT COMPANY LIMITED	Rayong	5-Mar-12	2-Oct-15
68	ขบ.สนค. 0018/2555	VUTEQ ASIA COMPANY LIMITED	Samutprakan	5-Mar-12	12-Feb-17
69	ขบ.สนค. 0019/2555	SOMSAKUL TRANSPORT LIMITED PARTNERSHIP	Saraburi	5-Mar-12	20-May-14
70	ขบ.สนค. 0020/2555	SAWANGTRAI TRANSPORT LIMITED PARTNERSHIP	Khonkaen	5-Mar-12	12-Jan-16
71	ขบ.สนค. 0021/2555	HIRUN TRANSPORT LIMITED PARTNERSHIP	Nakhon Ratchasima	5-Mar-12	12-Oct-16
72	ขบ.สนค. 0022/2555	ONTIME TRANSPORT COMPANY LIMITED	Nonthaburi	5-Mar-12	2-Aug-14
73	ขบ.สนค. 0023/2555	IMEX TRANSPORT COMPANY LIMITED	Chonburi	5-Mar-12	8-Nov-15
74	ขบ.สนค. 0024/2555	EAKKAWAT TRANSPORT 2003 COMPANY LIMITED	Samutprakan	5-Mar-12	27-Sep-14
75	ขบ.สนค. 0025/2555	N. K. P. TRANSPORT LIMITED PARTNERSHIP	Ratchaburi	5-Mar-12	29-Jan-13

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
76	ขบ.สนค. 0026/2555	AUEPANYA TRANSPORT (2004) COMPANY LIMITED	Udonthani	5-Mar-12	21-Nov-14
77	ขบ.สนค. 0027/2555	LST LOGISTICS SERVICES COMPANY LIMITED	Chonburi	5-Mar-12	8-Oct-16
78	ขบ.สนค. 0028/2555	AGILITY COMPANY LIMITED	Bangkok	2-Jul-12	21-Jan-17
79	ขบ.สนค. 0029/2555	PERFECT LOGISTICS COMPANY LIMITED	Chonburi	2-Jul-12	26-Nov-16
80	ขบ.สนค. 0030/2555	JIRAJAROEN LIMITED PARTNERSHIP	Ratchaburi	2-Jul-12	26-Nov-18
81	ขบ.สนค. 0031/2555	LUCKY STAR LOGISTIC COMPANY LIMITED	Samutprakan	2-Jul-12	27-Aug-18
82	ขบ.สนค. 0032/2555	AMARIT AND ASSOCIATES LOGISTECS COMPANY LIMITED	Bangkok	2-Jul-12	1-Dec-15
83	ขบ.สนค. 0033/2555	P.A.S. LOGISTICS COMPANY LIMITED	Samutprakan	2-Jul-12	2-Dec-15
84	ขบ.สนค. 0034/2555	DYNAMIC LOGISTICS COMPANY LIMITED	Bangkok	2-Jul-12	8-Nov-16
85	ขบ.สนค. 0035/2555	P.K.M.T (2002) COMPANY LIMITED	Udonthani	2-Jul-12	19-Jun-17
86	ขบ.สนค. 0036/2555	PKM TRANSPORT LIMITED PARTNERSHIP	Udonthani	2-Jul-12	22-Mar-16
87	ขบ.สนค. 0001/2556	KAONA LOGISTICS SERVICE COMPANY LIMITED	Ubon Ratchathani	4-Apr-13	6-Nov-15

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
88	ขบ.สนค. 0002/2556	KAOCHAROEN TRANSPORT COMPANY LIMITED	Rayong	4-Apr-13	18-Mar-16
89	ขบ.สนค. 0003/2556	KIAT TANACHOT TRANSPORT COMPANY LIMITED	Phra Nakhon Si Ayutthaya	4-Apr-13	19-Mar-17
90	ขบ.สนค. 0004/2556	KHWANMUENG SUPPLY LIMITED PARTNERSHIP	Chonburi	4-Apr-13	1-Oct-17
91	ขบ.สนค. 0005/2556	CHAIRUNGRUANG TRANSPORT COMPANY LIMITED	Surin	4-Apr-13	15-Aug-15
92	ขบ.สนค. 0006/2556	C-PRO LOGISTICS AND DISTRIBUTION COMPANY LIMITED	Bangkok	4-Apr-13	21-Jul-14
93	ขบ.สนค. 0007/2556	DITAPOL TRANSPORT COMPANY LIMITED	Bangkok	4-Apr-13	12-Feb-17
94	ขบ.สนค. 0008/2556	DRR LOGISTICS COMPANY LIMITED	Ratchaburi	4-Apr-13	3-Jan-16
95	ขบ.สนค. 0009/2556	DYNAMIC TRANSPORT COMPANY LIMITED	Bangkok	4-Apr-13	16-May-15
96	ขบ.สนค. 0010/2556	T.MARUT TRANSPORT LIMITED PARTNERSHIP	Chachoengsao	4-Apr-13	30-Apr-17
97	ขบ.สนค. 0011/2556	TOTO TRANSPORT COMPANY LIMITED	Rayong	4-Apr-13	3-Oct-16
98	ขบ.สนค. 0012/2556	THREE SERVICE LIMITED PARTNERSHIP	Rayong	4-Apr-13	2-Aug-14
99	ขบ.สนค. 0013/2556	TAWEEPATT TRANSPORT LIMITED PARTNERSHIP	Lampang	4-Apr-13	20-Nov-18

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
100	ขบ.สนค. 0014/2556	TPT ASIA GROUP COMPANY LIMITED	Chachoengsao	4-Apr-13	28-Feb-16
101	ขบ.สนค. 0015/2556	TLL LOGISTIC COMPANY LIMITED	Trang	4-Apr-13	7-Feb-14
102	ขบ.สนค. 0016/2556	NUMSURAT LIMITED PARTNERSHIP	Suratthani	4-Apr-13	8-Feb-14
103	ขบ.สนค. 0017/2556	BANJONG RUNG REANG COMPANY LIMITED	Srakaew	4-Apr-13	21-Aug-15
104	ขบ.สนค. 0018/2556	BMT PACIFIC COMPANY LIMITED	Samutprakan	4-Apr-13	8-Jan-16
105	ขบ.สนค. 0019/2556	BURAPHA KAOKLAI TRANSPORT COMPANY LIMITED	Chachoengsao	4-Apr-13	22-Jun-18
106	ขบ.สนค. 0020/2556	PONGRAWE COMPANY LIMITED	Chiangmai	4-Apr-13	9-Sep-17
107	ขบ.สนค. 0021/2556	TIGERS TRANSPORTATION COMPANY LIMITED	Chiangrai	4-Apr-13	7-Sep-17
108	ขบ.สนค. 0022/2556	PUECHPHOL SUWANNAPHUM LIMITED PARTNERSHIP	Tak	4-Apr-13	9-Sep-14
109	ขบ.สนค. 0023/2556	PANDS GROUP LOGISTICS COMPANY LIMITED	Phra Nakhon Si Ayutthaya	4-Apr-13	22-Jan-16
110	ขบ.สนค. 0024/2556	MANUSCHAIKARNCHA NG AND TRANSPORT COMPANY LIMITED	Bangkok	4-Apr-13	6-Aug-16

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
111	ขบ.สนค. 0025/2556	MUNKONG BRK GROUP COMPANY LIMITED	Pitsanulok	4-Apr-13	27-Mar-17
112	ขบ.สนค. 0026/2556	RUAMKIT RUNGRUENG LOGISTICS COMPANY LIMITED	Chonburi	4-Apr-13	11-Mar-14
113	ขบ.สนค. 0027/2556	LOGISTIC DISTRIBUTION COMPANY LIMITED	Samutprakan	4-Apr-13	15-Jan-17
114	ขบ.สนค. 0028/2556	LIMCHAROEN LUMLIANG LIMITED PARTNERSHIP	Prachuab Khiri Khan	4-Apr-13	17-Nov-17
115	ขบ.สนค. 0029/2556	WIWATTRANS LIMITED PARTNERSHIP	Tak	4-Apr-13	5-Mar-14
116	ขบ.สนค. 0030/2556	VIENG THONG LOGISTIC COMPANY LIMITED	Rayong	4-Apr-13	24-Dec-18
117	ขบ.สนค. 0031/2556	SIRINAKORN COMPANY LIMITED	Nakhon Si Thammarat	4-Apr-13	13-Nov-15
118	ขบ.สนค. 0032/2556	SIRISOMBOONSUB LIMITED PARTNERSHIP	Tak	4-Apr-13	8-Jun-14
119	ขบ.สนค. 0033/2556	SAKULCHANG TRANSPORT COMPANY LIMITED	Chonburi	4-Apr-13	23-Aug-14
120	ขบ.สนค. 0034/2556	SAHATHAM TRANSPORT (1996) COMPANY LIMITED	Bangkok	4-Apr-13	17-Mar-14
121	ขบ.สนค. 0035/2556	A. DUMRONGRUT LIMITED PARTNERSHIP	Ratchaburi	4-Apr-13	23-Sep-14

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
122	ขบ.สนค. 0036/2556	INTEL LOGISTICS COMPANY LIMITED	Rayong	4-Apr-13	2-Mar-15
123	ขบ.สนค. 0037/2556	EASTERN STEEL LOGISTICS COMPANY LIMITED	Rayong	4-Apr-13	26-Sep-14
124	ขบ.สนค. 0038/2556	AUENG UONG SENG LIMITED PARTNERSHIP	Ratchaburi	4-Apr-13	26-Nov-18
125	ขบ.สนค. 0039/2556	ASIA STEEL TRANSPORT (1999) COMPANY LIMITED	Rayong	4-Apr-13	28-Sep-15
126	ขบ.สนค. 0040/2556	MC CONTAINER COMPANY LIMITED	Chonburi	4-Apr-13	11-Jan-14
127	ขบ.สนค. 0041/2556	ACTION CONTAINER COMPANY LIMITED	Pathumthani	4-Apr-13	3-Jun-14
128	ขบ.สนค. 0042/2556	CHO.YINGCHAROEN TRANSPORT COMPANY LIMITED	Nonthaburi	27-Sep-13	26-Dec-14
129	ขบ.สนค. 0043/2556	SOUTHERN HAULIERS (THAILAND) COMPANY LIMITED	Songkhla	27-Sep-13	28-Nov-16
130	ขบ.สนค. 0044/2556	W.S.J. TRANS COMPANY LIMITED	Chonburi	27-Sep-13	2-Feb-16
131	ขบ.สนค. 0045/2556	DHL DISTRIBUTION (THAILAND) COMPANY LIMITED	Nonthaburi	27-Sep-13	29-Oct-15
132	ขบ.สนค. 0046/2556	TANASAPTRANSPORT COMPANY LIMITED	Bangkok	27-Sep-13	23-Aug-14
133	ขบ.สนค. 0047/2556	PHAR-LAP (THAILAND) COMPANY LIMITED	Bangkok	27-Sep-13	25-Feb-18

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
134	ขบ.สนค. 0048/2556	FREIGHT SOLUTION INTERNATIONAL COMPANY LIMITED	Samutprakan	27-Sep-13	21-Jan-14
135	ขบ.สนค. 0049/2556	RUAMKIT AUTOMOTIVE TRANSPORT COMPANY LIMITED	Chachoengsao	27-Sep-13	22-Dec-16
136	ขบ.สนค. 0050/2556	V.CARGO COMPANY LIMITED	Bangkok	27-Sep-13	4-Oct-16
137	ขบ.สนค. 0001/2557	T. NAMFON TRANSPORT LIMITED PARTNERSHIP	Trad	20-Mar-14	9-Jul-18
138	ขบ.สนค. 0002/2557	ONE TWO SEVEN COMPANY LIMITED	Samutprakan	20-Mar-14	29-Jun-16
139	ขบ.สนค. 0003/2557	NINE SAMUKKEE TRANSPORT COMPANY LIMITED	Suphanburi	20-Mar-14	25-Feb-18
140	ขบ.สนค. 0004/2557	J.KIATCHAI PATTANA TRANSPORT COMPANY LIMITED	Pathumthani	20-Mar-14	13-Feb-16
141	ขบ.สนค. 0005/2557	KORRAKIT TRANSPORT COMPANY LIMITED	Chonburi	20-Mar-14	11-Nov-18
142	ขบ.สนค. 0006/2557	GREAT TRANSPORT SERVICE COMPANY LIMITED	Pathumthani	20-Mar-14	22-Jun-16
143	ขบ.สนค. 0007/2557	KKR TRANSPORT COMPANY LIMITED	Chainat	20-Mar-14	4-Jun-18
144	ขบ.สนค. 0008/2557	CHALITA RUNGRUANG COMPANY LIMITED	Prachinburi	20-Mar-14	25-Mar-15
145	ขบ.สนค. 0009/2557	SUNSHINE LOGISTICS COMPANY LIMITED	Bangkok	20-Mar-14	22-Aug-17

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
146	ขบ.สนค. 0010/2557	SUNSHINE EXPRESS SERVICE COMPANY LIMITED	Bangkok	20-Mar-14	2-Jun-15
147	ขบ.สนค. 0011/2557	C.C. TRANSPORT AND SERVICES COMPANY LIMITED	Samutprakan	20-Mar-14	28-Aug-18
148	ขบ.สนค. 0012/2557	DEUAN SAWANH (THAILAND) COMPANY LIMITED	Nongkhai	20-Mar-14	24-Jul-18
149	ขบ.สนค. 0013/2557	T.THAI TRANSPORT COMPANY LIMITED	Bangkok	20-Mar-14	11-Jul-17
150	ขบ.สนค. 0014/2557	TSK LOGISTICS COMPANY LIMITED	Nakhon Ratchasima	20-Mar-14	25-Jul-16
151	ขบ.สนค. 0015/2557	NIM SEE SENG LOGISTICS COMPANY LIMITED	Nakhonpathom	20-Mar-14	23-Apr-18
152	ขบ.สนค. 0016/2557	BLUE&WHITE PROFESSIONAL LOGISTICS COMPANY LIMITED	Bangkok	20-Mar-14	20-Apr-18
153	ขบ.สนค. 0017/2557	PONGPAKIT TRANSPORT COMPANY LIMITED	Chonburi	20-Mar-14	26-Jan-18
154	ขบ.สนค. 0018/2557	PHRAE-NAN SWAN TRANSPORT COMPANY LIMITED	Phrae	20-Mar-14	11-Mar-19
155	ขบ.สนค. 0019/2557	SRISUCHAT TRANSPORT (1989) COMPANY LIMITED	Phuket	20-Mar-14	4-Sep-15

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
156	ขบ.สนค. 0020/2557	MEIKO TRANS (THAILAND) COMPANY LIMITED	Bangkok	20-Mar-14	7-Oct-18
157	ขบ.สนค. 0021/2557	RUAMKIT PHAWAT RECYCLE CARRIER COMPANY LIMITED	Chachoengsao	20-Mar-14	18-Dec-18
158	ขบ.สนค. 0022/2557	SIAM SEALAND TRANSPORT COMPANY LIMITED	Bangkok	20-Mar-14	12-Apr-18
159	ขบ.สนค. 0023/2557	SAHA OIL TRANSPORT COMPANY LIMITED	Rayong	20-Mar-14	18-Apr-17
160	ขบ.สนค. 0024/2557	N.N.P. TRANSPORT COMPANY LIMITED	Chonburi	20-Mar-14	23-Sep-16
161	ขบ.สนค. 0025/2557	AP TRANSPORT CENTER COMPANY LIMITED	Chachoengsao	20-Mar-14	23-Jul-17
162	ขบ.สนค. 0026/2557	SC CARRIER COMPANY LIMITED	Bangkok	20-Mar-14	21-Feb-16
163	ขบ.สนค. 0027/2557	KUMMONT RUNGRUANG LOGISTICS LIMITED PARTNERSHIP	Singburi	20-Mar-14	8-Jul-17
164	ขบ.สนค. 0028/2557	CHAITANEE TRANSPORT LIMITED PARTNERSHIP	Lopburi	20-Mar-14	14-Dec-18
165	ขบ.สนค. 0029/2557	CHUMPHON RUNGRUANG TRANSPORT LIMITED PARTNERSHIP	Chumphon	20-Mar-14	28-Oct-60

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
166	ขบ.สนค. 0030/2557	TRONGPANIT TRANSPORT LIMITED PARTNERSHIP	Phetchaburi	20-Mar-14	10-Jun-18
167	ขบ.สนค. 0031/2557	TRONGPANICH PETCHRUNGUANG LIMITED PARTNERSHIP	Phetchaburi	20-Mar-14	28-May-18
168	ขบ.สนค. 0032/2557	PENNEUNG TRANSPORT LIMITED PARTNERSHIP	Uttaradit	20-Mar-14	3-Sep-18
169	ขบ.สนค. 0033/2557	PANAWAN TRANSPORT LIMITED PARTNERSHIP	Buriram	20-Mar-14	13-Jun-15
170	ขบ.สนค. 0034/2557	PEENONG TRANSPORT LIMITED PARTNERSHIP	Rayong	20-Mar-14	31-Aug-15
171	ขบ.สนค. 0035/2557	SRINAKORN KHLONGKHLUNG TRANSPORT LIMITED PARTNERSHIP	Kamphaengphet	20-Mar-14	22-Aug-15
172	ขบ.สนค. 0036/2557	SRISUKJAROENPON LIMITED PARTNERSHIP	Maharakham	20-Mar-14	17-Sep-18
173	ขบ.สนค. 0037/2557	HONGRAT TRANSPORT LIMITED PARTNERSHIP	Krabi	20-Mar-14	9-May-18
174	ขบ.สนค. 0001/2553	BANGKOK MARINE ENTERPRISES COMPANY LIMITED	Bangkok	10-Sep-10	Being re-audited
175	ขบ.สนค. 0006/2553	T.K. LOGISTICS AND SUPPLY CHAIN (THAILAND) COMPANY LIMITED	Bangkok	10-Sep-10	Being re-audited

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
176	ขบ.สนค. 0007/2553	TANAWACH RATTANAMONGKOL TRANSPORT COMPANY LIMITED	Saraburi	10-Sep-10	Being re-audited
177	ขบ.สนค. 0009/2553	NANTIYA LIMITED PARTNERSHIP	Bangkok	10-Sep-10	Being re-audited
178	ขบ.สนค. 0010/2553	BLUE AND WHITE LOGISTICS COMPANY LIMITED	Nonthaburi	10-Sep-10	Being re-audited
179	ขบ.สนค. 0012/2553	MITMUANGINTR TRANSPORT COMPANY LIMITED	Singburi	10-Sep-10	Being re-audited
180	ขบ.สนค. 0013/2553	MENA TRANSPORT COMPANY LIMITED	Saraburi	10-Sep-10	Being re-audited
181	ขบ.สนค. 0016/2553	V-SERVE TRANSPORT COMPANY LIMITED	Bangkok	14-Jun-10	Being re-audited
182	ขบ.สนค. 0019/2553	SRITHAI ENTERPRISE COMPANY LIMITED	Pathumthani	14-Jun-10	Being re-audited
183	ขบ.สนค. 0021/2553	SIRISAOWAPA TRANSPORT LIMITED PATRNERSHIP	Nakhonnayok	10-Sep-10	Being re-audited
184	ขบ.สนค. 0029/2553	C.A.R. SERVICE COMPANY LIMITED	Bangkok	23-Dec-10	Being re-audited
185	ขบ.สนค. 0030/2553	DAOBURAPA SERVICE COMPANY LIMITED	Prachinburi	23-Dec-10	Being re-audited
186	ขบ.สนค. 0031/2553	THONBURI YOONSILA COMPANY LIMITED	Nonthaburi	23-Dec-10	Being re-audited
187	ขบ.สนค. 0038/2553	SERMSINPAIBOON COMPANY LIMITED	Saraburi	23-Dec-10	Being re-audited

No.	No. of Accreditation	Name of Operators	Provinces	Issue Date	Valid
188	ขบ.สนค. 0041/2553	ETERNITY GRAND LOGISTICS PUBLIC COMPANY LIMITED	Samutprakan	23-Dec-10	Being re-audited
189	ขบ.สนค. 0004/2554	NA-SIAM LOGISTICS COMPANY LIMITED	Chachoengsao	29-Mar-11	Being re-audited
190	ขบ.สนค. 0014/2554	SSL LOGISTICS COMPANY LIMITED	Bangkok	29-Mar-11	Being re-audited
191	ขบ.สนค. 0017/2554	NISSEI TRADING (THAILAND) COMPANY LIMITED	Chachoengsao	29-Jul-11	Being re-audited
192	ขบ.สนค. 0022/2554	MEECHOKE TRANSPORT COMPANY LIMITED	Nakhon Ratchasima	29-Jul-11	Being re-audited
193	ขบ.สนค. 0027/2554	UTHAI PAISAL COMPANY LIMITED	Nakhonsawan	29-Jul-11	Being re-audited
194	ขบ.สนค. 0033/2554	WHALES TRANS COMPANY LIMITED	Bangkok	20-Sep-11	Being re-audited
195	ขบ.สนค. 0006/2555	NORTHERN LOGISTICS TRANS COMPANY LIMITED	Chiangmai	5-Mar-12	Being re-audited

บริษัท ไดนามิค ทรานสปอร์ต จำกัด

DYNAMIC TRANSPORT COMPANY LIMITED



บริษัท วี-เซิร์ฟทรานสปอร์ต จำกัด

V-SERVE TRANSPORT COMPANY LIMITED



บริษัท สหธรรมทรานสปอร์ต (1996) จำกัด

SAHATHAM TRANSPORT (1996) COMPANY LIMITED



บริษัท ร่วมกิจรุ่งเรือง (1993) จำกัด

RUAMKIT RUNGRUENG (1993) COMPANY LIMITED



บริษัท นิซเซอิ เทรดดิ้ง (ไทยแลนด์) จำกัด

NISSEI TRADING (THAILAND) COMPANY LIMITED



บริษัท ฟ้าแลบขนส่ง (ประเทศไทย) จำกัด

PHAR-LAP (THAILAND) COMPANY LIMITED



บริษัท อจิลิตี้ จำกัด

AGILITY COMPANY LIMITED



Service Quality Standard for Truck Operation Handbook



**Department of Land Transport
Ministry of Transport**

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