Q. What are the key takeaways from this webinar?
A. Record maintenance and repair as separate costs. Record accurately, completely and timely.

Q. Why is replacement of tires not part of M&R?
A. My recommendation is to include these in ‘Other Costs’. They are neither maintenance or repair and perhaps can be considered as both.

Q. What metrics should you use to measure the performance when maintenance is outsourced?
A. Maintenance is almost always outsourced. In fact, to ensure warranty is valid maintenance must be performed by an authorized service provider. The metric should include cost and time. How much does the intervention cost - how long does it take.

Q. Are the acquisition costs most important?
A. All costs are important, but acquisition is only less than half. The costs we can really control and manage are operating costs.

Q. Do the tires count as vehicle running cost?
A. Yes, an operating cost – but not maintenance or repair – see above.

Q. Is vehicle age the same as vehicle production life?
A. Vehicle age is the number of years in service.

Q. Maintenance and Service are done periodically, so how do we calculate monthly cost?
A. By capturing and recording costs over time these costs can be calculated as a monthly or other periodic cost. It really helps when budgeting for vehicle maintenance and repair.

Q. Do you have any Maintenance Schedule for Armored Vehicle Maintenance?
A. There is no standard. The vehicle manufacturers maintenance schedule and the armouring company's schedule should be observed.

Q. Could you briefly elaborate more on the Vehicle Operation Costs? The graph is over 10 years. Is it related to the age of the vehicle, parts, etc.?
A. The chart used tracked per kilometer costs of a group of vehicles based on the age of the vehicles. New vehicles had per km cost of $0.24, while a ten year old vehicle costs $0.37 per km.

Q. How about workshop investment and repairs/maintenance/update technologies costs. Are they included in vehicles data?
A. If you have your own workshop facilities these costs of these would need to be factored into your operating costs.
Q. For brand new vehicles, there will be no big maintenance cost in first two years. How do we calculate estimate cost?
A. By using the maintenance schedule you can based the costs on the estimated number of kms the vehicle will travel per year. If you expect the vehicle will travel 20,000 you can see, and know the price of the scheduled preventative events that will be required.

Q. Where can I find the link to the Excel spreadsheet?

Q. Where can I find the link to the other webinars?
A. https://knowledge.fleetforum.org/knowledge-base/articles/webinars

Q. Where can I find the agenda for the upcoming webinars?
A. https://www.fleetforum.org/webinars-2020