

REAL Torque

September 2018



TRUCKS & TRAILERS
RENTAL & LEASE

TR GROUP LTD

Making heavy vehicle fleet
management easy for you

Contact maintenance for any questions on 0800 80 80 69

Introducing the TR Group Maintenance Administrators

Our remarkable team of Maintenance Administrators support and assist with the day to day running of our fleet. Handling 5,000 maintenance phone calls per month, processing and overseeing 7,000 invoices per month, these guys are busy!

Having awesome people skills is a must and our Admin Team have it by the truck load. And they definitely need it, especially since they're the first point of call for our supplier network (when they're calling for servicing and routine maintenance), and for our customers (when they're calling about maintenance issues, including breakdowns). Our customers and suppliers really enjoy calling our Admin Team who pride themselves on providing a good customer experience! Here's an introduction to the team!



Nikki Farrell

Nikki leads the supplier network side of the Maintenance Administrator Team. Nikki guides and leads the team with passion. With a huge knowledge of the industry, customers, suppliers, and all things admin related, she is well equipped to help the team with whatever comes their way! Nikki came to TR Group with industry experience in transport refrigeration and agricultural equipment.



Tamara Basford

Tamara supports Mike Theyers, and together, they are responsible for looking after the administration of our nationwide tyre supplier network.

Tamara talks the talk and she definitely walks the walk - she was once a tyre fitter herself!



Emma Dobbs

Emma manages the administration for our suppliers in the Waikato & Bay of Plenty regions, along with Penske, Keith Andrews, and Eroad. With a desire to follow lean principles, and an enthusiasm for systems and process improvements, Emma is the Administrator Team's "Lean Queen".



Samantha Day

Not only does Sam look after the fridge and EWP fleets, she also covers the administration for our suppliers in the Western North Island, as well as our Freightliner Agent, Trucks & Trailers Ltd. Trucks run in her blood, with her family owning a small transport operation in South Auckland.



Jackie Fennessy

Jackie looks after our Paccar dealers with Dave Tennant. She also looks after Southpac Trucks, HDPS, and Commercial Diesels. Jackie also manages the administration for TDM.

Jackie is known as being tough but fair with suppliers and nothing ever gets past her!



Paloma Yanez

Paloma manages the administration for our major franchise accounts: Cable Price, NZ Trucks, and AB Equipment nationwide. Hailing from the USA, but originally from Chile, she is known for throwing a few Spanish phrases around the Maintenance Team!



Tetiana Plazynska

Tetiana is responsible for the administration of the South Island, working directly with Mike Stickings. Tetiana has a quick wit and is great at keeping the suppliers laughing – not much gets past her!



Taria Solomona

Taria looks after the administration for the Eastern North Island suppliers with Barrie Martin. This includes the nationwide Truck Stops supplier network. Another of our team with a keen eye for continuous improvement, "T", as she is known, has given many of our invoice processes the once over – especially the rec process. Taria is also involved in training and mentoring our less experienced team members.



Nicole Linton

Nicole is the newest member of our Administration Team. She has been with TR Group for a couple of weeks now. Nicole has been learning the ropes and is supporting the other administrators with their suppliers. Nicole will be looking after the administration for the Auckland and Northland regions. She is very excited and has already decided that her favourite truck is a Kenworth!



Candyce Wiltshire

Candyce looks after VTNZ, VINZ, and supports our larger suppliers in the Waikato and Bay of Plenty regions. She has recently become involved in the administration of CAL Isuzu.



Angela Penney

Ange is our longest serving team member and these days is part of our customer support team. She works closely with our managed maintenance customers. This includes keeping repair information flowing back to the customer, keeping them up dated with services schedules, and keeping billing up to date. She also does plenty of monthly reporting on customers' maintenance spends, trends, and opportunities for improvement.



Denise Fleming

Denise spends her time in our Customer Support Team and is very involved in keeping our customers informed and up to date. She helps customers monitor their fleet and keeps vehicles under control via service schedules that are sent to customers and the wider TR Group team. Denise also manages plenty of monthly reporting and has a knack for making monthly reports look easy!



Lauren Dufty

Lauren has just joined the Support Team, and is picking up from where she left off many years ago when she used to do managed maintenance. A lot has changed since Lauren was in maintenance, but she's hit the ground running and is learning all about the new systems and processes that have been developed at TR Group.



REAL September 2018 Torque



**TRUCKS & TRAILERS
RENTAL & LEASE**

**Making heavy vehicle fleet
management easy for you**

Contact maintenance for any questions on 0800 80 80 69