

Appendix L

External Technical Opinion Report on Service Station Based on feedback from Referees (FLT's 25 ton to FLT's 48 ton and R.S 45 ton)

The Referees are listed in **Appendix M1-M2** and **Appendix M3**

FLT 32 ton, FLT 38 ton, R.S 45 ton

Company Name: _____ Report Completion Date: _____

Name of Reference: _____ Position: _____ Mobile: _____

Service Station Name	
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Circle the number (score) that reflects how much the description in the table matches expectations of the service station and your comments.

<u>Description of Service Station Expectations</u>		Weight of Section (%)	Station Name: _____	
			Machine Type: _____	
1	Availability	20%		
1.1	Response to service calls and service availability during extended operating hours, including transportation means	10%	1 2 3 4 5 6 7 8 9 10	
1.2	Rapid service provider arrival in case of breakdowns	10%	1 2 3 4 5 6 7 8 9 10	
2	Spare Parts	15%		
2.1	Spare parts availability guaranteed within at least 48 hours for urgent orders	7%	1 2 3 4 5 6 7 8 9 10	
2.2	Minimum stock of critical spare parts in a local warehouse	8%	1 2 3 4 5 6 7 8 9 10	
3	Repairs (especially breakdown repairs)	20%		
2.1	Rapid repairs: ability to quickly repair various breakdowns	10%	1 2 3 4 5 6 7 8 9 10	
2.2	Repair schedule for breakdowns – returning out-of-service machinery to operability	10%	1 2 3 4 5 6 7 8 9 10	

4	Preventive Maintenance	10%	
3.1	Company performs proactive preventive maintenance to prevent unexpected future malfunctions	10%	1 2 3 4 5 6 7 8 9 10
5	Technical Support and Consultation	15%	
4.1	Providing technical consultation and backup for machinery operation and maintenance, including answering technical questions	15%	1 2 3 4 5 6 7 8 9 10
6	Malfunction Management	5%	
5.2	Historical documentation of machinery maintenance and repairs	5%	1 2 3 4 5 6 7 8 9 10
7	Professionalism	15%	
6.1	Professional technicians for maintenance, repairs, and with practical experience in the field	15%	1 2 3 4 5 6 7 8 9 10

Date _____

Name of Reference: _____ Signature: _____

Company CEO's Name: _____ Company CEO Signature: _____