

MEET THE TECH BLACKS

COMPETING IN THE 2015/2016 VOLVO MASTERS

The Volvo CE MASTERS competition is a demanding skills competition open to technicians of authorised Volvo CE dealers. It is a competition that focuses on know-how and practical knowledge.

Over the past 10 months Volvo Construction Equipment parts and service technicians from all over the world have participated in qualifying rounds of the Volvo Masters 2015/2016 competition.

The first round of the competition for New Zealand was held in Auckland where various nationwide TransDiesel teams of three, battled it out to become our representatives for the Volvo Masters.

Our winning team were named The Tech Blacks and include Nathan Short, Mike Beilby and Nathan Gray. The team advanced to the Oceania regional round in Sydney to beat the Aussies with a bit of Kiwi ingenuity. This round involved of a number of practical troubleshooting tests on wheel loaders and excavators along with theory tests.

The Tech Blacks moved on to the next round held in Korea, where they competed in the APAC regional round of the competition. The Tech Blacks ended up on top, moving themselves onto the 4th and final round. This round will be, by far the hardest and most technically challenging round for the team because they will be faced with new machine models they haven't worked on in New Zealand.

Thanks to everyone who has made the Volvo Masters a success so far and we look forward to following the guys as they prepare for the finals in Sweden which will be held in September

Go The Tech Blacks!

-  **ROUND ONE:** Auckland
-  **ROUND TWO:** Sydney Oceania Regional Round
-  **ROUND THREE:** South Korea Regional Round
-  **FINAL ROUND:** Sweden



NATHAN SHORT



MIKE BEILBY



NATHAN GRAY



FINAL TEAMS

IN THE VOLVO MASTERS COMPETITION

SOUTH KOREA - Volvo CE Korea Sales & Service

NEW ZEALAND - TransDiesel LTD

CHINA - Chengdu Fusheng Construction Machinery Co. Ltd

CHINA - Jiangsu Zhengdao Engineering Equipment Co. Ltd

UNITED ARAB EMIRATES - Famco

SWEDEN - Swecon

BRAZIL - Linck Máquinas S/A

USA - Rudd Equipment



NATHAN SHORT



ROLE IN TRANSDIESEL: Field service technician

AGE: 30

TRANSDIESEL BRANCH: Christchurch

HOW LONG HAVE YOU WORKED FOR TRANSDIESEL?

9 years

WHERE HAVE YOU PREVIOUSLY WORKED?

Titan Plant Services
(Volvo dealer before TransDiesel)

WHY DO YOU LIKE WORKING FOR TRANSDIESEL? WHAT PART OF YOUR ROLE DO YOU ENJOY THE MOST?

Being out in the field working in different places each day.

WHY DID YOU WANT TO COMPETE IN THIS COMPETITION?

To improve skills and for the chance to go to Sweden

HAVE YOU TRAVELLED MUCH OUTSIDE THIS COMPETITION? IF SO, WHERE IS YOUR FAVOURITE PLACE YOU HAVE BEEN SO FAR?

Yes, USA and Alaska, the whole of Alaska was awesome, Las Vegas and Grand canyon are worth a look.

WHAT IS YOUR IMPRESSION OF THE FIRST TWO ROUNDS OF THE COMPETITION?

Challenging but fair.

WHAT HAS BEEN THE MOST CHALLENGING PART ABOUT THE COMPETITION SO FAR?

Working on machines that we do not see here in New Zealand.

WHAT THINGS HAVE YOU LEARNED SO FAR FROM BEING PART OF THE COMPETITION?

That the three of us all work well as a team. And I have improved at finding information on prosis etc.

WHAT ADVICE WOULD YOU GIVE FOR PEOPLE WANTING TO GET INVOLVED IN FUTURE VOLVO MASTER COMPETITIONS?

Just give it a go and do your best, you haven't got anything to lose.

WHAT WOULD WINNING THIS COMPETITION MEAN TO YOU?

Good self accomplishment, would make all the work worthwhile.

HOW ARE YOU PREPARING YOURSELF AND YOUR TEAM FOR THE FINAL?

Studying machine descriptions in prosis and Volvo LMS training

WHAT ARE YOU LOOKING FORWARD TO MOST ABOUT GOING TO SWEDEN?

Seeing the country and visiting the Volvo factories



MIKE BEILBY

ROLE IN TRANSDIESEL: Workshop Foreman

AGE: 35

TRANSDIESEL BRANCH: Tauranga

HOW LONG HAVE YOU WORKED FOR TRANSDIESEL?

2.5 years

WHERE HAVE YOU PREVIOUSLY WORKED?

Titan plant services (Volvo dealer before TransDiesel) McConnell Dowel Australia and CJD Equipment

WHY DO YOU LIKE WORKING FOR TRANSDIESEL?

Because of the people and the products

WHAT PART OF YOUR ROLE DO YOU ENJOY THE MOST?

The challenges running a workshop, helping techs with my product knowledge

WHY DID YOU WANT TO COMPETE IN THIS COMPETITION?

To test my skill level & to try and make it to Sweden.

HAVE YOU TRAVELLED MUCH OUTSIDE THIS COMPETITION, IF SO, WHERE IS YOUR FAVOURITE PLACE YOU HAVE BEEN SO FAR?

Phuket, Ko Samui and surrounding islands

WHAT IS YOUR IMPRESSION OF THE FIRST TWO ROUNDS OF THE COMPETITION?

Good, problems are challenging and take a little to get your head around

WHAT HAS BEEN THE MOST CHALLENGING PART ABOUT THE COMPETITION SO FAR?

Training myself not to rush in and fix the fault, your marks are based on safety and environment as well.

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So just taking 5 to talk about how we will approach the fault as safe and as environmentally friendly as possible. As just fixing the fault will not win the competition.

WHAT THINGS HAVE YOU LEARNED SO FAR FROM BEING PART OF THE COMPETITION?

Working as a team with good communication is key to success

WHAT ADVICE WOULD YOU GIVE FOR PEOPLE WANTING TO GET INVOLVED IN FUTURE VOLVO MASTER COMPETITIONS?

Don't pass it up not many dealerships offer this type of competition that allow you to travel to compete. Study does help but I feel hands on experience on Volvo CE helps more, so work on as much of the Volvo product as you can and you could find yourself in Sweden in the next couple of years.

WHAT WOULD WINNING THIS COMPETITION MEAN TO YOU?

Bragging rights haha. To be one of the top Volvo techs in the world would be awesome

HOW ARE YOU PREPARING YOURSELF AND YOUR TEAM FOR THE FINAL?

Try and study when time permits plus having a team brush up

WHAT ARE YOU LOOKING FORWARD TO MOST ABOUT GOING TO SWEDEN?

Visiting where Volvo came from

NATHAN GRAY

ROLE IN TRANSDIESEL: Service Parts Correspondant

AGE: 34

TRANSDIESEL BRANCH: Christchurch



HOW LONG HAVE YOU WORKED FOR TRANSDIESEL?

It will be my 9th year with TransDiesel this coming August.

WHERE HAVE YOU PREVIOUSLY WORKED?

I was working a customer services role at Auto Electric City Hornby when I accepted an offer in 2004 to work for TransDiesel. After working 4 years with TransDiesel, I moved with family to Australia after accepting a parts role at MTU Detroit Diesel Australia (now called Penske Power Systems). I worked in their Brisbane branch for 1 year, then worked in their Cairns branch for 2 years. I made my return back to New Zealand and back to TransDiesel in August 2011.

WHY DO YOU LIKE WORKING FOR TRANSDIESEL?

I like the people, the environment, the challenges....

WHAT PART OF YOUR ROLE DO YOU ENJOY THE MOST?

I like the variety of product I get to deal with on a day to day basis, and being in the service parts department I get to see what machines come in for repair... being somewhat a part of the repair process is a plus. Seeing the final result after a repair has been completed is a big positive for me.

WHY DID YOU WANT TO COMPETE IN THIS COMPETITION?

Upon reading into what the Volvo Masters is all about, and what it potentially has to offer, I decided it would be a great opportunity to participate.

HAVE YOU TRAVELLED MUCH OUTSIDE THIS COMPETITION? IF SO, WHERE IS YOUR FAVOURITE PLACE YOU HAVE BEEN SO FAR?

All of the travelling I have ever done prior to Volvo Masters has been in the Southern Hemisphere. I have been to Australia, Indonesia and the Cook Islands (Rarotonga), and I would have to say out of my limited prior travelling experiences, I enjoyed the island getaway to Rarotonga the most.

WHAT IS YOUR IMPRESSION OF THE FIRST TWO ROUNDS OF THE COMPETITION?

The level of the competition in the Sydney round proved to be a good introduction to what the Masters is all about, demonstrating your skills as a team to show the assessors you can accomplish the tasks at hand the Volvo way, using correct procedure and with Volvo's core values always adhered to - Quality, Safety and Environmental Care. Moving on to the APAC regional finals in South Korea was more of an eye opener for myself, with competition being against teams from Korea, the Philippines and India.

The focus was not directed solely on winning but also being able to have fun and get to know the other team members and mix with other cultures. On the competition side of things, the procedures to complete the tasks was the same, instead we had less time to accomplish what was needed (1.5 hours per task versus 2 hours we had in Sydney).

WHAT HAS BEEN THE MOST CHALLENGING PART ABOUT THE COMPETITION SO FAR?

Keeping on top of the amount of time we have to complete the tasks, as the allocated time frame goes by very quickly. Documenting on the service report our fault findings, the relative parts/tools required and the diagnosis/repair procedures so making sure we touch on every important aspect of the task, in writing, within the allocated time given would be in my view the most challenging.

WHAT THINGS HAVE YOU LEARNED SO FAR FROM BEING PART OF THE COMPETITION?

That it is very much a team event. If your team has a good rapport then that definitely puts you in a good position to work together and accomplish what is required.

WHAT ADVICE WOULD YOU GIVE FOR PEOPLE WANTING TO GET INVOLVED IN FUTURE VOLVO MASTER COMPETITIONS?

I would say don't hesitate to sign up and get involved, as not only are the potential rewards good but as a company it ensures that we get the best team possible to enter in the competition. Use everything at your disposal to familiarise yourself with the Volvo systems – PROSIS, m@sh, and the Learning Centre on Volvo Dealer Network are a few tools to focus on and get to know inside out.

WHAT WOULD WINNING THIS COMPETITION MEAN TO YOU?

It would be a massive personal achievement for each of us and I'm sure Mike and Nathan would agree. It would be great to see TransDiesel as the Volvo dealership that provided the winning team.

HOW ARE YOU PREPARING YOURSELF AND YOUR TEAM FOR THE FINAL?

We are familiarising ourselves with the machines we are going to be tested on which Volvo have already released information to us, and also going through customer support/after-sales support areas which is an additional area in which we will be tested on for the global final. We all have a "Masters Brush Up" get together planned in Christchurch for Tuesday 6th September until Friday 9th September.

WHAT ARE YOU LOOKING FORWARD TO MOST ABOUT GOING TO SWEDEN?

I am looking forward to seeing the birth place of Volvo Construction Equipment in Eskilstuna!





MASTERS WORLD CHAMPIONSHIP 2015-2016

KOREA RESULTS

TEAMS	A40F MM40	D16E MM40	EC290B MM40	L150G MM40	SD110 MM40	TOTAL MM200
Tech Black New Zealand	39	40	36.5	40	37.75	193.25
KSS Captains Korea	27	35	38	33	40	173
CIVIC VIKINGS Philippines	32	37	30	31	37.5	167.5
TEAM 5, Vijay INDIA	26	31.5	32	31	33	153.5