

**A STUDY ON MAINTENANCE SERVICE BY A BUS MANUFACTURER
IN MALAYSIA (UMW - DENNIS SPECIALIST VEHICLES SDN. BHD.)**

A Graduation exercise submitted as a partial fulfillment of :

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ABSTRACT

UMW - Dennis Specialist Vehicles Sdn. Bhd. will become the first Malaysian company to manufacture buses with specialised chassis . Besides that , parts availability and service support are the most important factors that will determine the success of after sales service . One of the bus manufacturers , HINO is successful because of their excellent after sales support with a wide network .

This research looks into the facilities for customer in maintenance service with a minimal set up cost and minimal training to the existing mechanics . Those facilities and services will ensure the demand for the vehicles and recommend to bus manufacturer to look into the importance of service for customers .

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