



HHA Jeddah Workshop Wins MAN Service Quality Award

Jeddah, Saudi Arabia, January 4th, 2016

Recognised for Best Service Quality in Middle East and Africa

HHA among the best 10 MAN workshops worldwide

The Jeddah workshop of Haji Husein Alireza & Co. LTD, MAN Truck & Bus's importer in Saudi Arabia has won MAN's Service Quality Award for 2015 thereby being recognised as the best service centre in Middle East and Africa. It won the award while competing with 54 other workshops from across the region to showcase their potential and be worthy of MAN's Service Quality Award which focuses on team performance, professionalism and quality. The objective behind the Award is continuous improvement of service quality and the associated increase in customer satisfaction. Besides being awarded best workshop in Middle East and Africa, the MAN workshop in Jeddah is among the 10 best workshops worldwide competing with 799 workshops.

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According to Ali H. Alireza, Managing Director of HHA, "It's a great honour for us and the Jeddah team to win the 2015 Service Quality Award and be recognized as the best service centre in Middle East and Africa. Outstanding service is a critical component in creating a great customer experience and this is our prime objective at HHA. Our workshop teams with the support of MAN are constantly getting trained and have access to the best resources to maintain a high quality service environment. This in turn has helped us increase customer satisfaction and helped MAN distinguish itself in Saudi Arabia for its superb service quality standards."

According to Franz von Redwitz, Managing Director, MAN Truck & Bus Middle East, "Winning the 2015 Service Quality Award is a significant accomplishment and showcases the technical talent and skill of the Jeddah workshop team. It also highlights MAN and HHA's focus on creating an excellent service experience for customers to support maintenance and enhance the overall operational performance of customer vehicles. MAN has always been known for its excellent service quality standards and the Service Quality Awards have become an exceptional benchmark to distinguish the best performing MAN workshops around the world. I congratulate the Jeddah workshop team for this major achievement."

As part of the Service Quality Award competition, workshops were required to demonstrate their knowledge of vehicle technology online over several rounds. The

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best workshops from each region then travelled to Munich for the final. In the final, judges had 20 minutes at each station to assess participants' specialist knowledge of original parts, customer management, service agreements and warranties. In addition to this, the judges also had 40 minutes to evaluate their skills in rapid problem-solving on trucks, buses and engines at the practical stations.

The Service Quality Award has been presented by MAN to the best team since 2008.

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MAN Truck & Bus in Middle East

Since 2006, MAN Truck & Bus Middle East has been the regional representative of MAN Truck & Bus AG which is headquartered in Munich, Germany and the largest company of MAN Group. It is a leading provider of commercial vehicles and buses that are renowned for their robustness, reliability and adherence to high standards of driver and passenger comfort and safety.

MAN Truck & Bus Middle East operates through an extensive network of private capital dealers and importers in 14 countries namely Afghanistan, Bahrain, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Pakistan, Qatar, Saudi Arabia, Syria, United Arab Emirates and Yemen. The local coordination office is located in the UAE, Dubai Airport Free Zone and guarantees for efficient sales and after sales support in the Middle Eastern region.

Accommodating for the demanding operating conditions in the Middle East, MAN Truck & Bus Middle East provides full-fledged turn-key solutions for both goods and passenger transportation by road through its light (TGL) , medium (TGM) and heavy-duty (TGS WW) ranges of trucks, and MAN and NEOPLAN buses and coaches that provide basic to VIP luxury transport and travel requirements.

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The MAN Group is one of Europe's leading industrial players in transport-related engineering, with revenue of approximately €14.3 billion in 2014. As a supplier of trucks, buses, diesel engines, turbomachinery, and special gear units, MAN employs approximately 55,900 people worldwide. Its business areas hold leading positions in their respective markets