

**UPGRADE TECHNICAL STANDARDS
AND PROMOTE SOCIAL WELL BEING IN THE WORKPLACES
OF
THE AUTOMOBILE REPAIR INDUSTRY IN KANDY**

Auto Trades Kandy (private) Limited

in Association with

**The Chamber of Commerce and Industry of Central Province
And
GTZ / Economic Strategy Support Programme**



The Concept

Quality of Life in Work Places.

When we think of a workplace the first thing that comes to our minds is an environment laden with men, machinery and workloads.

There are the owners, the buildings and the services or products.

The consumers or customers complete the setup and the business runs in the workplace.

It is such mechanical and none is so concerned about anything else other than work.

Could anyone consider these places of work as part of life of those human beings that spend most of their living time there?

Surely it is an eye-opener when one considers the sublime aspect of human life – Quality of Life.

Quality of human life is composed of many virtues such as (in alphabetic order) : Accuracy, Benevolence, Cheerfulness, Cleanliness, Contentment, Co-operation, Courage, Detachment, Gentleness, Determination, Discipline, Flexibility, Humility, Introversion, Lightness, Mercy, Obedience, Patience, Purity, Respect, Self Confidence, Serenity, Simplicity, Stability, Surrender, Sweetness, Tirelessness, Tolerance, Truthfulness, Wisdom.

Virtue is the beauty of a person. It is what makes them lovely and affable. It is the colour, form, and shape of their personality. It is the way they do things; the way they move, speak and dress.

They may have no money, but if a person has virtue, they will always seem rich, for everything that is close to them will be filled with quality.

Virtue shines outwards into everything; into the body, into the environment and ultimately into the very fibre of the society itself. It fills what is empty, heals what is sick, settles what is troubled.

Have you ever sat in silence and imagined.... A world where most things are perfect and beautiful.

Where human beings and nature live together in a spirit of harmony and balance.

A world full of love, peace, happiness and joy..... A good quality life!

Together we can make a better world...

When we identify the community we serve in our field of activities we can make their world change into quality life.

All we need is commitment towards achieving this end.

Auto Trades Kandy (private) Limited under the magnanimous leadership of its Managing Director, Mr. Mely Dharmasena, has assessed the need for this act of social responsibility towards their customer-community and invites the patronage of the ESSP programme funded by the GTZ and counselled by the Chamber of Commerce and Industry of the Central Province of Sri Lanka.

Our observations of the present standards of the automobile repair garages in Kandy

- Environment - Substandard waste disposal system.
Unattended air pollution.
Uncontrolled noise factor.

- Health & Hygiene - Unclean work-clothes & premises.
Substandard toilet and washroom facilities.
Lack of proper rest and meal room areas.
Smoking and alcoholism.
Long hours of over time labour.
Substandard shelter for the workers / and customer reception.

- Mistrust - High costs and Low remuneration.
Lack of advisory knowledge by the supervisory staff.
Loss of humanitarian attention.
Negligence of welfare activities.
Corporate goals not known to the workers.
Difference in living standards of owners / management.
Unconcern of the family living standards of the workers.

- Discipline- Foul language.
Lack of courtesy towards fellow-worker, superiors and customers.
Lack of motivation by the superiors.
Punctuality and attendance.
Waste and corruption.
Bad temperaments.
Inferiority complexes.

- The Business-
 - Lack of proper technical know-how.
 - No interest in worker training / exposure.
 - Exorbitant charges with no interest on cost-controlled pricing.
 - Lack of supervision.
 - Lack of proper equipments and tools.
 - Work done on trial and error basis.
 - Constant repair come-backs and customer complaints.
 - In short, the customer pays for all the errors, blunders and irregularities of his business by the garage.

- Corporate planning and control -
 - Weak financial base.
 - Total dependability on bank loans and supplier credits.
 - Lack of budgeting and productivity targets.
 - Non-use of profits on business expansion.
 - Lack of regular Management-Information- System reporting.
 - No evaluations.
 - No sales promotion strategies.
 - Lethargic attitudes towards management-development counselling.

The above points of observations do not surely form a complete assessment of the present standard of the automobile repair workshops in and around the district of Kandy. The above observations, needs etc were assessed after visiting 547 garages in 62 days.

It is therefore hoped, that with our involvement in the Nucleus Program, we shall be able to identify more and more areas where improvement is needed to social, ethical, moral and economical standards of the workers and owners of these business places.

Our mutual commitment as CCICP / ESSP / ATKPL towards achieving the objective of improving the quality of life through this nucleus program should eventually result in creating a complete satisfaction in ourselves that the trickledown effect of the Program will change the hearts and minds of the participants and thereby the society which they form part of, be benefited in full.

AUTO TRADES KANDY (PRIVATE) LIMITED.

Founded in 1952 as Auto House in the city of Kandy, Sri Lanka as a pioneer trading firm in motor spares and accessories, the company has grown into a leading motor spares shop in town with an exclusive identity for trading in Steering, Suspension and Brake related items. It also enjoys the comfort of being accredited agents for world renowned brands of related spare parts.

With a capital outlay of LKR 50 million and an annual sales turnover exceeding LKR 100 million, the company is in proper shape and control of its distinct product line and its market share.

The management is very well streamlined with technical and professional staff and automated with advanced technologies. Care and attention to customers are given prominence and remain as the hall mark of Auto trades Kandy (private) Limited at No. 2 – 4 of Cross Street, Kandy.

Many are the achievements of the Company for the outstanding entrepreneurship of its managing Director – Mr. Mely Dharmasena. Trophy awards received from the Federation of Chambers of Commerce and Industry in Sri Lanka speak volumes about the growth and progress of the Company.

Mr. Mely Dharmasena and his brother Mr. Gandhi Dharmasena who is the Director/General Manager of the Company have undergone intensive training in Small and Medium Sector Entrepreneurship programmes in Japan conducted under the Overseas Technical Scholarships (AOTS) of the Japanese government.

The element of social responsibility has always been an innate quality in the life style of Mr. Mely Dharmasena. It is with this perspective in mind that Auto Trades (Kandy) Pvt. Ltd embarks into this corporate social responsibility programme with the CCICP & GTZ towards uplifting the quality of life of the owners and workforces of the motor garages in and around Kandy.

Memorandum of Understanding between Chamber of Commerce and Industry of the Central Province (The Chamber) and Auto Trades Kandy (private) Limited (ATKPL)

Subject :-

It is considered that the agreement of cooperation between the ESSP and the Chamber for the purpose of Nuclei Counselling be supported with a Project to upgrade the social and technical standards of the owners and the workforces in the Automobile Repair Workshops in and around Kandy.

The Project :-

A good ethical and moral conduct is the foundation on which an establishment can become a healthy contributory factor towards the advancement of good social behaviour among its workforce.

Whilst training in technical and managerial aspects of the trade it is essentially important to educate the workforce to conduct themselves appropriately among themselves and towards their superiors and most importantly in the presence of the customers and visitors of the organisation.

The end result of this social upbringing would greatly enhance the economic, moral and ethical conduct of the day to day living standards of the recipients thereby contributing a salutary impact on the quality of life of the social surrounding in which they live.