



**Power for better living**

Making customers smile on every street, every town

Our Mission is to be the leading organization for power generation, automotive and engine related products in East Africa.

**Message from the Group Managing Director**



*Discipline and rigour of implementation is the only key to success - Vijay*

There is no question that volumes are under pressure and there is no indication that things will cool down.

In such an environment, to sustain and grow our volumes, we must increase market share. This is only possible if we are significantly superior to competition and if our customer knows it and feels it! We still have a long way to go!

Key to success will be:

1. Making customers smile - our customers must feel our superior service every time. Carrying parts and employing technicians is not enough - we must offer a differentiated service that our customers genuinely appreciate.
2. Ensuring that our processes and people are able to deliver with absolute discipline every time. We must implement our 3W2H and Quickserve programs and communicate effectively at all times. Meeting expectations is an integrity issue.
3. Becoming completely performance oriented - with clarity throughout the organization, we must perform at all levels. There is absolutely no room for under-performance.

This is all part of our good to great journey. I believe we have the people and the infrastructure to succeed. Ultimately, it will boil down to discipline and rigour of implementation.

Let us take the challenge.

Thank you.

*Vijay Gidoomal*

**HIGHLIGHTS . . .**

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- Highlight - Doosan
- C&G in Society - CSR
- C&G Briefs - Bits & Pieces
- Cargen Extra, Pictorial

**Editor**

*Ndakala R Atanda*

The Editorial Team wishes to encourage members of Car & General to send in contributions to Cargen Times. Send your comments, letters, pictures etc to [raphael.atanda@cargen.com](mailto:raphael.atanda@cargen.com)

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1. The Cummins CEO and Chairman had time to visit and have a chat with Aggreko.
2. GMD Vijay Gidoomal has his pressure tested during the eye camp in Maragua.
3. Chairman and CEO of Cummins Inc Tom Linebarger cuts the ribbon to officially open the Cummins Training School at Car & General.
4. David Chesoni, Chief Operations Officer, officially opens the TVS 3S dealer in Ukunda.

**HUMOUR**

Dear Sir/Madam,

Following the death of the technical manager in your company I hereby apply for the post. This time I have caught you red handed because the other times I applied you said there was no vacancy. I even went to the funeral just to make sure it was him. Attached find my CV and a copy of his death certificate.

Yours faithfully, Job seeker.  
 Spotted on the internet.

**DON'T QUOTE ME!**

**On Earning** - never depend on a single income, make investment to create a second income.

**On Spending** - if you buy things you do not need, soon you will have to sell things you need.

**On Saving** - do not save what is left after spending, but spend what is left after saving.

**On Taking Risk** - never test the depth of the river with both feet.

**On Investment** - do not put all eggs in one basket.

**On Expectations** - honesty is very expensive gift, do not expect it from cheap people.

*Warren Buffet*

**LETTERS**

**Appreciation to C&G**

Dear Sir,

On behalf of the Shambarere Technical Training Institute, I wish to express our sincere and profound appreciation for your donation of a Briggs & Stratton petrol engine.

This will assist us a great deal in enhancing skills training to our students in the Automotive Engineering Department. We look forward to continued collaboration with you.

God bless you.

**Bernadette N. Canute**  
 Chief Principal/Secretary BOG

**A Case for Safety Awareness**

And finally, these pictures tell a story.



A cause for safety awareness indeed. This riders were spotted in Mamboleo area in Kisumu.

It is with such riders in mind that Car & General has collaborated with St John Ambulance to offer safety training to motorcycle riders across the country.

**Safety First!**

Raf.

From the Editor



**The First Line . . .**

Dear Reader,

I came across this quote in *Doosan's* newsletter March 2012 and thought that it nice to share.

"It's the number one, they say that one is the loneliest number - standing alone at the front of a line of numbers that never ends.

But it's not just lonely, it's proud. When something is the best is a badge of honour. It is the most perfect number.

Mathematically, every number can be divided by one, but it cannot be divided by any other.

It's smart in amount and size. Without

number one, nothing exists, everything begins with us."

My point; Let us make Car & General the number one organization!

Thank you and enjoy your reading!

Raf.

**Welcome to Car & General**

We welcome the following to Car & General. Enjoy your careers with us!

**Engineering** - Geoffrey Otieno Akoth, Stephen Nyongesa Mwanza, Benard Kiprotich Cheneket, Joseph Ndiva Mungai, Peter Kipyegon Tonui; **Shared Services** - Peace Mbasro, Eunice Nduki Malelu; **Kisumu** - John Ochieng Arwa; **Mombasa** - Haron Lenjo, Amani Muta Konde, Joshua Onyango Odongo, Andrews Mulwa Mukiti, Vincent Ominde, Ochieng Erick Odhiambo; Nakuru - Job Keli Musyoka, Alex Fondo Ndale; **Nairobi** - Moses Kinyungu Gitonga, Nduyu, Martin Igogo Gathuku and Elizabeth Wothaya Wachira.

Karibuni C&G!

**Transfers . . .**

The following have been transferred as indicated: Wallace Chege (Nairobi Trading to Mombasa), Rachel Cheti (CEI Nairobi to Mombasa), Bannister Muyekwe (Nakuru to Nairobi), Costa Cherutich (Mombasa to Nairobi Shared Services), David Njogu (CEI Nairobi to Mombasa) and Jacob Omollo (Mombasa to Kisumu).

**. . . and Goodbye!**

The following people have left Car & General: **Engineering** - Peter Omido Okumali, David Kahangara Kamau, Francis Mutuku Patrick; **Shared Services** - Dennis Nthuka Mule, Lute Odenyo; **Mombasa** - Benaiah Hajula; **Nakuru** - Jason Wambugu Makena, Gachungi Muthee Benson; **Nairobi** - Peter Njuguna Chege, Jerry Odero Midiwo, Bernard Musyoki Wambua, Joyce Waruguru Ngari, Joseph Mutiso and Joseph Wanjohi.

**New Borns**

The following members of staff were blessed with babies in the past quarter - Abel Gikenyi (baby boy) and baby girl for Ziphorah Nyamai, Francis Njenga, Faith Naome, Victor Obam and Clifford Makori.

Congratulations!

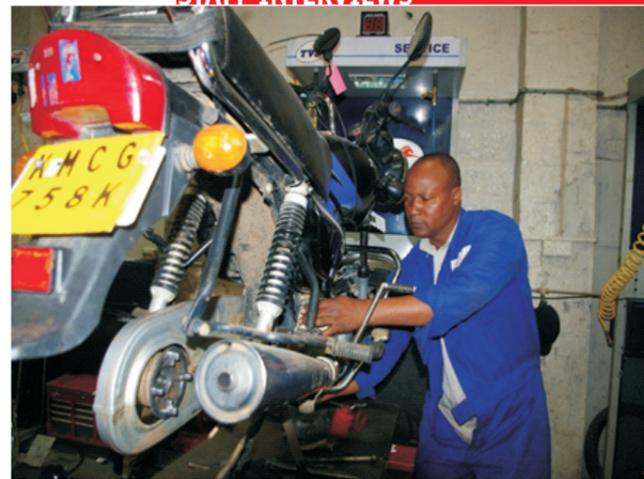
**Bereavements**

We are sad to announce the passing away of the loved ones of the following members of Car & General; David Mbithi lost his father while Solomon Lemunen lost his step mother. May God give you strength to go through these trying moments.

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Interview by Faith Mumo

**David Kimani**

**Cargen times had an interesting interview with David Kimani a technician and musician.**

**Who is David Kimani?**

I am a field technician who can fix about anything that has an automotive engine. Mostly 2 strokes and 4 strokes.

**When did you join C&G?**

In 1987. I saw advertisements of the products C&G dealt in on calendars back then. I had a technical background and was looking to grow my skills so sent an application for a technical position and got in.

**What did you do before joining C&G?**

For two years, I was a welder and technical person dealing with circulation pumps at a coffee plantation called Mang'u investments in Thika.

**Why a technician?**

As a young boy I always wanted to be that person who fixes vehicles when they stall, I found it fascinating.

**What kind of education is needed for your job?**

Times have changed in my day; a Diploma in mechanical engineering would suffice. Today one requires a diploma in electrical engineering because everything is moving towards computerization.

**What are some of the challenges that you face as field technician?**

Hmmm...sometimes we go for a service clinic and the turnout is huge. We get so many motorbikes to service compared to the number of technicians available. We need a bigger field team. The biggest challenge however is counterfeit parts. Most riders are not the owners of the motor bikes thus they buy fake parts whenever they take them for repair. As a result of this the cost of maintaining the motorbike goes up, and also compromises on its performance. Eventually motorbike owners end up hating the product, therefore hurting sales. There is a great need to sensitize the market about the value of using genuine parts.

**What do you like most about your job?**

(Laughing) everything really, but mostly seeing customers happy.

**If you were not working for Car and General, what would you be doing?**

I've never really thought about it because I'm living my dream but thinking about it I would have a fleet of 10 motorbikes for business; TVS of course!

**How do you unwind?**

Music! I sing in a church choir, I'm a baritone. In fact, we debuted a CD last year. Visit ACK Kiambu to catch me in action.

**C&G Posts 27% Growth**

**C&G Chairman Nicholas Ng'ang'a (right) and the Group Managing Director Vijay Gidoomal (left) discuss annual accounts with a shareholder.**

Car & General (Kenya) Limited has announced financial results for the year ending September 2011. Turnover closed at 6 billion shillings, growing 27 per cent over the previous year.

The rapid and steep devaluation of the Kenya Shilling against all major currencies had a significant impact on margins which reduced profitability. The company generated profit before tax of 428 million shillings.

"The biggest challenge was throughout the year were adverse foreign exchange movements across the region", said Mr Vijay Gidoomal, the Car and General Group Managing Director. "Although profitability was below the expectation largely due to unsatisfactory returns from our distribution business, our investment property business and poultry business performed reasonably".

"Car & General was recognised by the President as a distinguished taxpayer in 2011 for a second year running", he went on, "The company established a high horsepower rebuild centre in Kenya for Cummins engines".

Car and General is the distributor of Piaggio three-wheelers, TVS and Suzuki motorcycles, Briggs and Stratton power equipment and Cummins diesel generators.

**The Jishindie TVS Promotion**

**Members of public follow the proceedings of a road show organized by Car & General to publicize the Jishindie TVS promotion in which 5 motorcycles are to be won in Western Kenya among other fabulous prizes. Story page 6.**

**Tanzania's Venkatesh Promoted**

We are happy to announce the promotion of Venkatesh Jayaraman as Managing Director of Car & General (Tanzania) Limited. Venkatesh has had a long career with Car & General, commencing as Product Development Manager in 1998. He was promoted to the position of General Manager in 2002.

The Group Managing Director while announcing the appointment as said that Venkatesh had been appointed due to a number of reasons.

Venkatesh has served 14 years of continuous dedicated service. He also has 10 years as General Manager during which time he has been a solid custodian of Car & General assets. Tanzania's business has expanded from Ksh 50m turnover in 2002 to Ksh 1b in 2010/2011. The projected turnover for 2011/2012 is Ksh 1.5b.

"Venkatesh has general commitment and loyalty to the Car & General business and he exemplifies the Company's values of Customer Focus, Integrity, Empowerment, Quality, Innovation and Discipline", affirmed Vijay Gidoomal.

We congratulate Venkatesh on this new appointment and wish him all the best.

**CPG Online Star Training Certification**

The following CPG members of staff received their certificates after going through an online sales training from Cummins. They are Wilfred Musiko, Samuel Obuya, Onesmus Mwinza and Mary Ochieng. Congratulations!

**C&G and Lions Club to build Water Dams in Samburu**



To help alleviate poverty in Samburu County listed company Car & General Limited through the Cummins Foundation and Lions Club of Mombasa have partnered to construct two dams worth 3.5 million shillings. This will aid residents in the area to harvest rain water for farming to reduce the perennial problem of starvation.

Vijay Gidoomal, the Group Managing Director of Car & General, said, "We hope the dams will help to break the cycle of poverty caused by women and children walking several kilometres to fetch water denying the youngsters an opportunity to attend school. Due to drought in this area, people have been surviving on relief food supplied by the Red Cross."

The Company and the Club in collaboration with the Ministry of Agriculture will ensure that the communities have a steady supply of water for growing crops for food. Working with the people in the area and local industries, the Lions Club will provide training in the use and maintenance of the dams and proper farming methods.

**Trophies for the Nyanza Provincial Games**



**Car & General Kisumu donated trophies that were awarded to the winners during the Nyanza Secondary Schools Provincial Games Term one. The games were held at Maseno School from March 27 - 31, 2012.**

**Car & General and Cummins Filtration adopted a firm at Huruma Children's Home. The firm will produce vegetables to be used at the home.**

**Training Local Mechanics and Riders in Namanga**

Boda boda drivers, Jua Kali mechanics and owners of motorcycles in Namanga were treated to a free TVS training course and a free clinic for their bikes by Car & General. They were also offered spare parts at reduced rates.

Car & General deals in TVS in East Africa. These bikes are popular with boda boda operators and this extensive training programme targets riders and mechanics.

The Namanga training session was carried out under the Company sponsored countrywide road safety campaign. This is complemented by St. John Ambulance which provides first aid training for the motorcycle riders. The course focuses on common injuries caused by road accidents including airway management, unconsciousness, bleeding, burns and fractures.

The TVS course in Namanga was facilitated by Julius Mati, the Technical Trainer of Car & General. He explained, "After sales service is very important to Car & General and the mechanics trained covered the maintenance of the four TVS models."

"They were also taught about the electrical and fuel systems, fault diagnosis and genuine spare parts. Minor repairs and servicing were demonstrated and the participants were shown how to inspect an engine for defects, dismantle it and replace worn out parts before reassembling."

"Our countrywide training sessions for Jua Kali mechanics and motorcycle riders attempt to curb the rising rate of accidents in many parts of Kenya. The aim of Car & General is to ensure that each area where boda boda riders who operate TVS motorcycles has trained mechanics to service these bikes."

"It also helps the riders to be aware of the importance of road safety for themselves and their passengers. In addition, with proper servicing and repairs, the bikes will have a longer lifespan to give the owners of these machines the best value from their investment."

**Car & General has a countrywide training program which targets jua kali motorcycle and three wheeler mechanics across Kenya**



**C&G Eye Camp Reaches the Less Privileged in Maragua**



**C&G staff pose with the Lions Club sponsorship cheque for the Eye Camp**

Maragua residents benefitted from a free eye clinic organized by the Lions Club Thika and sponsored by Car & General to the tune of Ksh. 200,000. The camp was held at the Maragua Hospital. Medication and eye glasses were provided while patients with cataract were transported from Maragua to Thika District Hospital for operation.

Sight is vital for all activities and the 1.75m Car & General-sponsored program gives treatment and guidance on eye care. The next camp will be held in Mombasa on May 19, 2012.

**University of Nairobi is Now on Board**



Car & General entered a Memorandum of Understanding with the University of Nairobi to offer training and attachment opportunities for students and donate equipment and funds for projects at the institution. This is in a bid to support learning institutions through our social responsibility programs.

The memorandum was signed by Professor Stephen Mutuli, the Chairman of the Department of Mechanical and Manufacturing Engineering, Vijay Gidoomal, Group Managing Director of Car & General and Professor Frank Oduori, an Associate Professor.

**BITS & PIECES**



**Jishindie winner**  
Dennis Kaluku of Nakuru Branch gives a phone winner her prize in a weekly draw. The promotion grand prize is a TVS Star motorbike.

**New Premises for Mombasa**

Car & General has moved its Nakuru Branch to a prominent location on the Nakuru to Eldoret Highway. The new outlet has a spacious showroom, administration block and workshop. The move to relocate the Nakuru Branch is part of the Company's 2012 expansion plan. This also gives the right corporate image.

**Have you checked out Cargen.com?**

We request all members to try out our website. Your feedback will help us improve so that the website works for the Group.

**JICA Project**



Japan International Co-operation Agency purchased 10 Suzuki units for the Nairobi city Council's capacity development of solid waste's project

**Engineer Forum in Mombasa**

Car & General Mombasa held an Engineer's Forum for Cummins and Electrolux in a bid to educate them on the two products and build good working relations. Guest speakers were Tim Bacon and Phil Dawe from Electrolux Laundry Systems and Wilfred Musiko of C&G Cummins Power Generation. A total of 33 engineers attended, and at the end of it, they were in agreement that the event was indeed valuable.

**B&S Demo for Farmers**

In February, Briggs & Stratton team held a display at Kirwa in Meru during the Buuri Dairy Farmers' Day. This occasion was used to raise awareness level of the farmers on B&S range in particular and C&G products in general



**CEI Cargen Premier Champs**  
CEI were declared the 2011 Champions of the Cargen Premier League. Above, their Captain Erick Sangoro celebrates with the trophy with some members of his team.



**C&G at the Homes Expo**  
C&G Mombasa participated in the Mombasa Homes Expo. The Company's stand received accolades and an award from Ali Hassan Joho,

**The Car & General Jishindie TVS Promotion in Western Kenya**

Car & General rolled out the Jishindie TVS promotion in Western Kenya on February 14, 2012. The promotion targets TVS customers in Western Kenya, Nyanza Province and parts of Rift Valley. The promotion is scheduled to close on April 30, 2012.

To enter the competition, one is supposed to purchase any model of TVS motorcycles from the participating outlets (Car & General branches in Kisumu, Nakuru and Eldoret and its participating dealers in these regions) and gets a raffle ticket which not only enters the customer to the weekly draw in which one can win one of the two mobile phones weekly in all participating outlets, but also the grand draw.

The final draws will be held on May 3, 2012 in Nakuru and May 4, 2012 in Kisumu at the Car & General premises. There are five TVS Star motorcycles, five Samsung 43 inch televisions and five 32 inch Samsung televisions on offer!



**TVS Service Centre**  
David Chesoni, the Chief Operating Officer, C&G, cuts a ribbon to officially open the TVS dealer in Kwa Maiko, Kiambu County.



**Stop Press**  
George Rubiri (pictured) has been appointed a Director of Lions Club Mombasa Pwani. From Cargen Times, we say hongera!

**HIGHLIGHT OF THE QUARTER**

**Cummins Training School at C&G**



Tom Linebarger, the Chairman and CEO of Cummins Inc unveiled a plaque and cut a ribbon to officially open the Car & General Cummins training school while he was on a business visit to Africa.

He was welcomed to the function by Vijay Gidoomal, the Group Managing Director of Car & General and the Company's staff of the Cummins Rebuild Centre and the training school.

Vijay Gidoomal explained "Continuing our focus on providing quality products and after sales service, Car & General has opened a Cummins training school. This facility will be used to train the Company's employees and staff of our dealers and distributors in the region."

"We began business relationship with Cummins Power Generation in 2003 and we have realised that servicing their diesel engines and generators have to be met with very high technical standards. Due to this reason, an engine rebuild facility was constructed and equipped at a cost of 50 million shillings at Car & General premises in Nairobi. This has enabled the Company's staff to rebuild the complete range of Cummins engines."

"This includes high horsepower units driving generators with an output of up to 3,300 kVA and engines of up to 2,500 horsepower. The growing use of these engines and the provision of after sales parts and repair work have driven the need for opening a Cummins training school to educate more technicians."

"There is also a greater emphasis on electronic fault diagnosis for equipment with computerised management systems. Maintaining today's diesel engines requires computer literacy and knowledge of electronics and specialized software rather than a background in mechanical engineering."

"At the Car & General training school, Cummins service personnel are taught to use laptop computers to analyse problems and monitor all aspects of the operation of engines including lubrication, cooling, air intake and exhaust systems."

**Car & General Appointed Doosan Distributor**

Doosan Infracore Europe, one of the world's top heavy construction equipment manufacturers, has appointed Car & General as its distributor in Kenya

Car & General will sell and service Doosan Infracore construction equipment which includes crawler and wheeled excavators, wheel loaders, articulated dump trucks, high capacity telescopic handlers, attachments and accessories. The Company will carry a comprehensive stock of Doosan spare parts.

Vijay Gidoomal, the Group Managing Director of Car & General, said, "Doosan Infracore is the number one Korean manufacturer of excavators, machines tools and diesel engines. It is the flagship company of Doosan Group with a vision of becoming one of the world's top three infrastructure support business industry companies."

"With 70 years of experience in the heavy construction equipment business, Doosan Infracore provides high quality heavy construction equipment known for top levels of performance and productivity. Parts and service technology are of superior standards which provide customers with the best after sales support. We are proud to be appointed the Doosan distributor in East Africa."

"Taking on the construction machinery business is part of 2012 expansion plan for Car & General. The Doosan products which we will be marketing and servicing in East Africa will be ideal for mining, road and building construction companies."

"Car & General has set aside a showroom, administration office and workshop for the Doosan product line and this is located next to the Company's Cummins facility in Lusaka Road in Nairobi. The heavy construction machines will be officially launched in Kenya in May this year and training of our staff in preparation for the Doosan products arrival has already started."

Doosan Infracore Construction Equipment is part of the Doosan Group which was started in 1896 and it is headquartered in Seoul, South Korea. Doosan has grown to become a global leader in construction equipment, machine tools and small engines. It is Korea's major machinery manufacturer with large-scale plants and subsidiaries in all corners of the globe. Representing world-renowned brands, including Doosan, Bobcat, Montabert, Geith, Tramac, and Doosan Portable Power, the organisation aims to compete as one of the top five infrastructure support businesses.



Vijay Gidoomal (left) attended a Doosan meeting in Oman in January 2012