



FALCON LINE GARAGE L. L. C



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Body Shop

1. Body works & painting services
2. Panel works
3. Accident/ Collision repair
4. All kind of Chinese luxury bus body works

Parts Supply

1. Genuine Spare Parts
2. Lubricants
3. Tires and Battery

Mechanical & Electrical

1. Engine Repair, Overhaul and Rebuild
2. Transmission diagnosis and repairs
3. Electrical Diagnostics
4. Air Conditioning A/C Repair

Other Services

1. Fleet Maintenance
2. Off-site Service

Falcon Line Garage L.L.C was established in 1998 as a private firm for supply of automotive Spare Parts and Servicing catering to wide variety of brands in UAE. The company was founded by businessmen with a wealth of long experience and strong financial back up with its base of operations in Dubai, UAE which seated in a 40,000 sq.ft. Since its operation begun, the company has gained continuous success due to its reliable and stable reputation among its client base.

FLG team is highly skilled engineers, staffs, technicians and front liners from different nationalities. This ensures delivery of our services and products to the highest professional and efficiency resulting to highest customer satisfaction level.

Currently, Falcon Line Garage L.L.C serve the customers in the following areas:

Automotive Servicing for all types of mechanical Works.

Automotive Body & Paint repair.

The largest trusted and most reliable supplier of automotive spare parts for different brands and makes including china buses.



Our Spare Parts Department has the biggest volume of stock inventory and maintains the highest supply fill rate among its competitors in the market. Due to its efficient logistical facilities, the company offers the most competitive pricing structure so that it caters to both retail and wholesale to customers. We are dealing in spare parts for major brands such as Toyota, Nissan, and Mitsubishi among others, selling of commercial vehicles spare parts & china bus.

VISION

To be the leading automotive service provider in the market and automotive spare parts supplier to achieve the highest quality service for maximum customer satisfaction and sustainable growth and profitability.

Mission and Vision Statement

MISSION

- To achieve the highest level of customer satisfaction
- To ensure work completion within the stipulated time frame
- To deliver the highest quality of work in the most efficient and economical way.

CORE VALUES

"Team work and People focused"

FALCON LINE GARAGE L.L.C. Recognizes that the most important asset of the company is the employee.

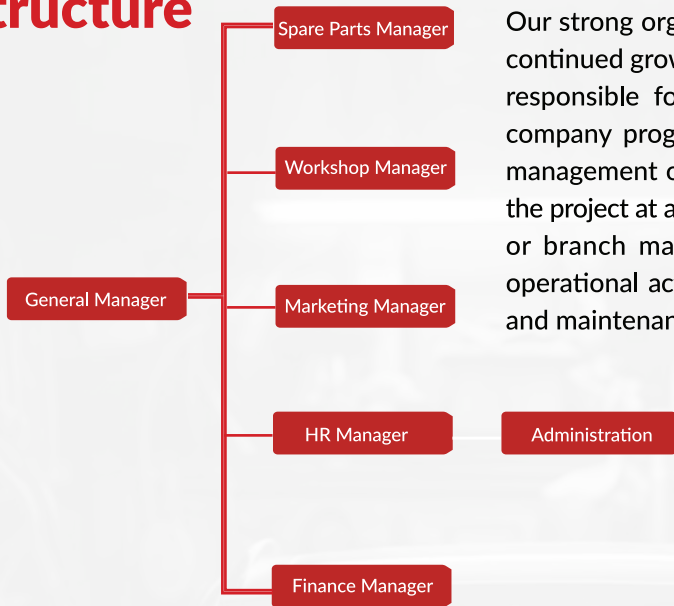
We work together as a team with mutual respect, honesty and hard work which is the foundation of our success.

Following are the type of jobs that we can undertake:

- ▶ Diagnosis through the use of Software.
- ▶ Programming All Electronic Modules (Engine ECM, ABC, EBS, ECASAT, ESC & ECS)
- ▶ Mechanical Repairs.
- ▶ Electrical Repairs.
- ▶ Safety System Installation & Repairs.
- ▶ Hydraulic Repairs & Maintenance.
- ▶ Air Conditioning Repairs.
- ▶ Accidental Repairs.
- ▶ Periodical & Preventative Maintenance Services.



Management structure



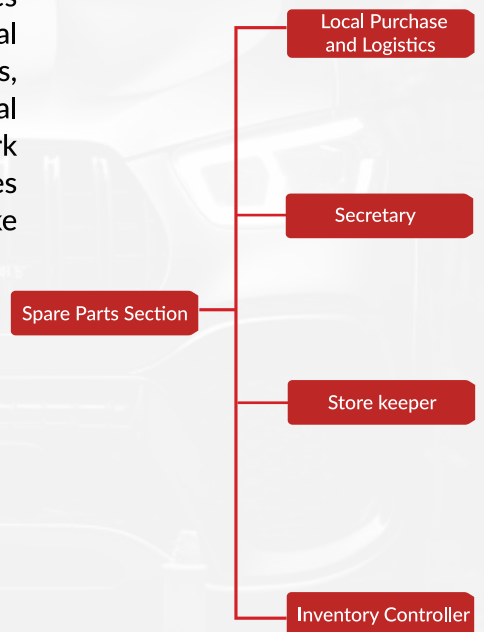
Organizational Structure

Our strong organizational structure is the backbone for our continued growth and success. The general manager (GM) is responsible for the approval of all purchases and major company programs and also is responsible for the overall management of the entire operation, support and oversees the project at all levels for each business unit. The department or branch managers are responsible for the day to day operational activities such as bidding, clientele management, and maintenance & supply and Logistical operations.

Spare Parts Department

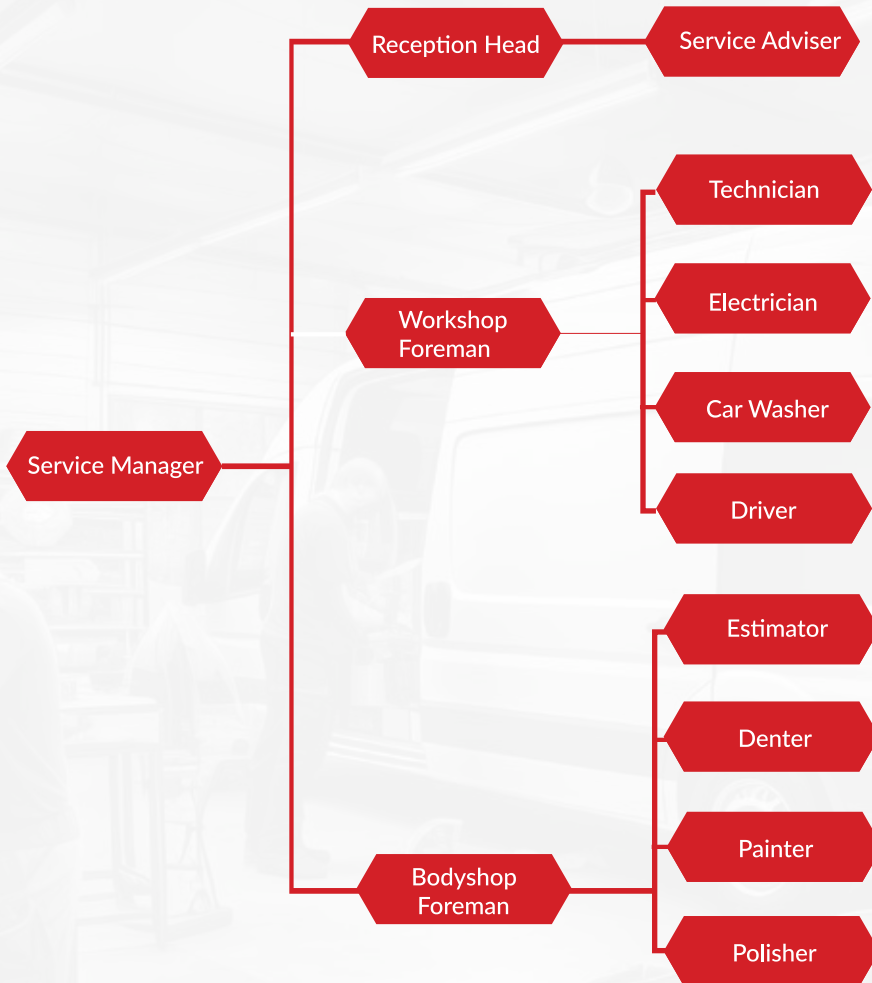
Our result oriented workforce includes professional staff ranging from Mechanical engineers, electrical engineers, accountants, administrators, engineers and technical laborers who thrive in a dynamic work Environment that brings many challenges but also rewarding that our employees take pride in Getting the job done right.

Structure by Department



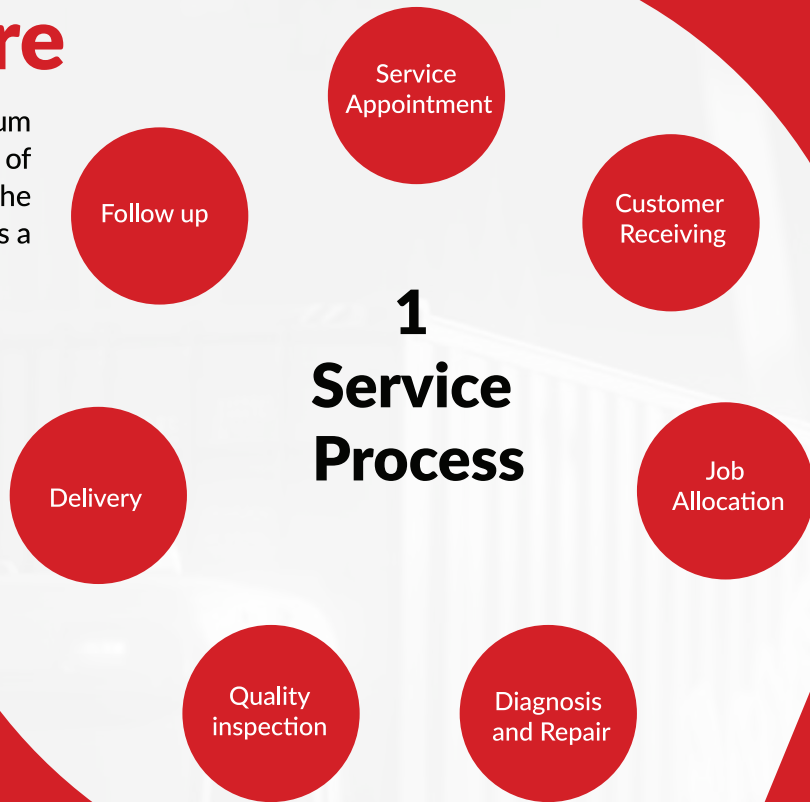
Service Department

Our team is composed of highly trained and experienced technicians, front liners, engineers and staff. Coming from different nationalities such as Indian, Philippines and Pakistan together we form a strong team. Ranging from 10 to 28 years of work experience and exposure to high level environment, our international staff have impressive track record in the field of automotive service business.



Operational Procedure

In order to ensure maximum efficiency and reliability of our service operations, the following process gives us a proper guideline:



► Service Reception

We have qualified Service Advisers to handle customer receiving with good interpersonal skills and technical background. They are fully knowledgeable of the service processes keeping the customer satisfaction in mind. They are also responsible for maintaining and updating customer database. They were carefully selected to suit the job being our workshop representative to our customers.

► Consulting

To properly identify the problem, our qualified service advisers are getting all the information from the customers by proper use of communication skills to obtain all necessary information. Utilizing acquired experience, technical capability and customer communication technique, problem solving process is narrowed down resulting to accurate and quick repair.



▶ **Diagnosis and repair**

We have engineers and highly qualified technicians to carry out repair according to their area of specialization. We are committed to customer satisfaction by providing Zero repeat job as well as quick and economical repair by way of accurate and intelligent diagnosis. We are equipped with modern tools and diagnostic tools to assist us in our repairs which our technicians and engineers are trained and capable of using.

▶ **Obtaining approval**


Before carrying out any repair on our customer's vehicle, an approval from the customer must be acquired first by way of telephone call or direct communication. For our fleet customers, a written approval from the authorized representative is necessary.

▶ **Job Allocation**

Job Controller is mainly responsible for managing in the work shop according to the workshop load and available technicians. The jobs are allocated to the right technicians according to the nature of the problem.

▶ **Quality Control**

A very important stage in our service process is the quality control check. This is to ensure that the customer's concern are resolved and that all other recommended repairs are properly noted and reported. A two stage quality inspection is applied:



▶ **Static QC-** a systematic and procedural vehicle inspection to ensure that all the requested repairs are all done and the problem is resolved. This also includes overall checking of the vehicle condition as well as cleanliness

▶ **Dynamic QC-** This is quality inspection of the vehicle by road testing to check and ensure vehicle safety and road worthiness after repair

▶ **Delivery**

Is a part of our service process where our service advisers follow the procedure for proper deliver of the vehicles. After completion of the repairs, our service advisers ensure the readiness of the vehicle prior to calling and informing the customer to collect the vehicle. According to the invoice generated, the service adviser explains the details of the work done including the prices. The customer is also advised of the next service visit and informs the customer that a follow up call is expected after three days from the receiving date of

▶ **Follow up**

After three (3) days from the delivery date of the vehicle, our customer service staff will call the customer to get a feedback regarding the repair that was carried out. A standard questioner is utilized for this exercise. This will make our customer feel that we care. At the same time, this will also help us gather information from customer feedback that will help us know our weak or areas for us to improve and become better.

Products and Services

Scheduled Services and quick service Periodic Maintenance Service for 5,000, 10,000, 20,000, 40,000, 80,000 kilometer service



Air Conditioning and Electrical Diagnosis and Repair

1. A/C Cleaning and Overhaul
2. Body Electrical Repair



Body Repair and Paint

1. Body Restoration
2. Accident Damage Repair
3. Wash Over



Tire Service

1. Tire Changing
2. Wheel Balancing
3. Four Wheel Alignment



General repair

1. Engine Mechanical Diagnosis and Repair
 - ▶ Engine Overhauling
2. Chassis and Suspension Diagnosis and Repair
 - ▶ Suspension, Steering Automatic and Manual Transmission Repair
3. Brake System Diagnosis and Repair
 - ▶ BS, EBD, BA and various Brake System diagnosis and Repair



Other Services

1. Fleet Management Service
 - ▶ Complete management of our client's fleet of vehicles
2. Off Site Services
 - ▶ We are committed to go out of our way to provide our services at customer's site or location. We have qualified and experienced team for our dispatch; we also provide road side assistance or servicing outside our workshop where the help is needed.

24/7 Recovery Service

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BRANCHES

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OPENING SOON!

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