

TECHNICIAN OF THE MONTH

IN ASSOCIATION
WITH 

TANYA SPREADBURY, TANBURY LTD

Neil Kennett asks Tanya Spreadbury what it takes to set up a successful independent garage at just 23 years' old



WHO IS...?

TANYA SPREADBURY

AGE 42

TITLE Head technician and managing director

COMPANY Tanbury Ltd

LOCATION Oakhurst Business Park, Southwater, Horsham, West Sussex

QUALIFICATIONS City & Guilds Level 3 and Heavy Vehicles, ATA in diagnostics

STUDIED AT Crawley College

"These days I do all the problem cars and the fault finding, which is the most challenging," Tanya Spreadbury

Tanya Spreadbury was destined to become a technician – it just took a little while for the job to find her. "I was always practical and when I was young I spent a lot of time helping my grandfather fix lawnmowers," she says.

"I also spent a lot of time around garages as both my uncles were in the trade. When I was 18, I went to work at my uncle Ron's garage, answering the phone and running cars around. I gradually started to get into the mechanical side and discovered I was naturally quite good at it. I went to Crawley College and got my City & Guilds Level 3 when I was 21."

With her career path sorted, it was not long before Tanya's entrepreneurial spirit came to the fore. She explains: "I started

my own business when I was 23, initially sharing a workshop before getting a place of my own where I could do MOTs. Then six years ago we moved to these purpose-built premises, which enabled me to expand the workshop to four bays and invest in a Class 7 MOT bay."

Tanbury Ltd now employs nine people, including three

"THE ATA STANDARD GIVES A SENSE OF PRIDE. IT'S GREAT TO HAVE INDUSTRY RECOGNITION OF YOUR SKILLS"

technicians and two reception staff. On her role, Tanya says: "These days I do all the problem cars and the fault finding, which is the most challenging and most enjoyable. When needs be, I still do cam belts and head gaskets, air conditioning and welding –

all the day-to-day stuff – as well as running the business."

She continues: "We set out to be as good as the best franchised dealers. For example, we use Autodata for technical info and manufacturer recommendations on service intervals."

A firm supporter of the ATA scheme, she sees it as an important industry benchmark.

Speaking from experience, she says: "Achieving the standard gives a sense of pride and it's great to have industry recognition of your skills."

Clearly still happy to get her hands dirty, Tanya laughs at the thought of one particularly

memorable repair job: "I was working on a car with a running problem and as I took the air box off a mouse ran across the top of my hand! He sat on the ABS unit cleaning his whiskers and I admit it, I did scream. I got one of the guys to take care of it."

Summing up her achievements to date, she concludes: "I am very proud of the business. I am in my element in the workshop and I do not think I will ever put my spanners away." ❧

* Each of our featured Technicians of the Month are automatically nominated for the CAT Technician of the Year Award 2011. To put yourself or an employee forward for the chance to win a fantastic prize, email the editor at emma.butcher@haymarket.com

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ALLPARTS REACHES ATA MILESTONE

AFTER piloting the ATA Parts Advisor assessment programme, High Wycombe based Allparts Automotive Ltd has now rolled out the assessment to all members of its team who deal with customer parts and service requirements.

The company reports that with everyone now fully accredited, it is the first parts distribution business in the UK to achieve this status.

Allparts customer service manager Laurie Derox said: "We are committed to providing the very best parts and service experience to our customers and are determined to give our parts and service advisors the support in knowledge and experience they need to achieve this."

Accreditation involves passing a series of practical assessments and an online knowledge



Derox added: "The ATA Parts Advisor programme provides the perfect platform for us to benchmark the minimum skill level of our customer sales and service advisors. This has definitely assisted us in identifying key areas within the many and varied skills sets of our people that

test. Assessments took place at Allparts' own training and conference centre in Hayes, Middlesex where a purpose designed and approved environment has been created to accomplish learning initiatives, such as the ATA programme.

require further training and appropriate up-skilling, to ensure a continued high standard of service is delivered to customers from every one of our team.

"We have been able to work closely with the assessment process to accommodate an enhanced level of bespoke examination. In fact, the parts look-up module has been modified for Allparts to include key elements of AlliCat, our advanced electronic parts look-up system. Overall, the programme has added even more expertise to our experienced parts and service team and we hope this continues to help demonstrate to our customers the commitment we have to providing them with the very best all round service."

ENQUIRY NO.

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CV TRAINING SCHEME STARTS

BOLTON Community College is launching a new training scheme for commercial drivers – claimed to be a first in the North West.

The college's business development team is launching the training for drivers of commercial vehicles, in partnership with Bolton based Transport Training Academy.

Jayne Allman (pictured), business development manager at Bolton Community College, said: "This is the first time a college in the North West has delivered this type of training. After speaking to various employers in the borough, we found that there is a real need for driver specific training, so we expect the courses to be well received."

In conjunction with the Transport Training Academy, the college will be offering a comprehensive range of qualifications including NVQs in road passenger vehicles and driving goods vehicles, apprenticeships and licensing upgrades. The courses will also cover fuel



efficiency techniques and manual handling skills.

The business development team offers flexible training in a range of areas to meet the training and development needs of employers. There are more than 70 vocational courses on offer, which can be tailored to the specific needs of the employer.

ENQUIRY NO.

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ROBOT WARS

ROBOT investment is booming in China, and that should worry the UK which continues to lag behind other countries.

Stirling Paatz, of specialist robot integrator and supplier Barr & Paatz, says China is expected to install more than 100,000 industrial robots by 2015 and demand for robots is also increasing in the so-called low wage economies of Eastern Europe and South East Asia, not to mention India and Russia.

Yet, sadly, the UK continues to trail behind most other industrialised nations, with robot shipments to this country down once again, and, aside from the automotive sector, flexible automation is comparatively sporadic within British manufacturing.

If robot density is accepted as an accurate indicator of automation, then with less than 100 robots per 100,000 people employed in the manufacturing industry, the UK is below almost every other advanced or emerging nation.

ENQUIRY NO.

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NEW TRAINING DVD

UK BATTERIES is about to launch a novel training DVD that will present essential product information and skills to motor factor staff.

Neil Warren, UK Batteries' marketing and communications director, said: "Motor factors often have a high turnover of staff so we decided to produce a unique training DVD that is engaging and makes it easy for business owners to give their counter staff basic battery product training so they feel comfortable from the outset."

UK Batteries' new training DVD is written in the style of a light-hearted comedy – but it delivers serious messages about effectively handling and selling batteries. The script follows a diverse group of eccentric motor factor employees as they receive battery advice from an easily agitated trainer and his glamorous blond-haired assistant.

Essential topics that are covered by the DVD include a section that explains what a battery is,



advice on how to store batteries properly, tips on how to sell the best battery products, and a comprehensive guide to testing for sales. All information will also be presented in an accompanying 'quick reference' booklet.

Every DVD will contain information relating to UK Batteries' battery brands such as Platinum, Crompton, Oldham or Tungstone. DVDs will be inserted into a new customer training manual and will be sent to all existing customers, as well as any new ones that want to partner with the respected national distributor.

ENQUIRY NO.

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VEHICLE TAGGING

DRIVERS who repeatedly break the law by speeding should have their vehicles tagged to monitor their behaviour behind the wheel.

That's according to Trimble, the mobile resource management expert, which is calling on the Government to launch an Anti Speed Driving Order, or ASDO, which could help save hundreds of lives every year.

"With 1200 road deaths every year relating to speeding, it's time to take action," said Andrew Yeoman, managing director of Trimble, who has recently launched a GPS tracking box, dubbed the 'Driver DNA', which can tell when a driver breaks the speed limit.

Currently first time offenders are given the option of a fine and taking an educational course, instead of gaining three points on their driving licence.

ENQUIRY NO.

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...In brief...In brief...

Safety first for Liftmaster

Liftmaster Garage Equipment is keen to reiterate that it supplies full instructions on how to use all types of vehicle lifts safely with its Bend Pak range of lifts. Concerns were raised after the company visited several workshops and found that some vehicles appeared to be being lifting unevenly.

On every installation they carry out, Liftmaster engineers instruct customers' operators on how to lift vehicles correctly. They also clearly explain how to check the safety systems on the lift to ensure that Health and Safety requirements are met.

To make sure correct Health and Safety is maintained, the company offers a cost effective service and calibration contract to carry out regular inspections, adjustments and maintenance on its lifts.

Organised Kaos wins IMI competition

Two pupils from St Hilda's CE High School in Liverpool have been celebrating after winning a national schools competition organised in association with The Institute of the Motor Industry (IMI).

Shauna Phillips and Peri Meadows formed part of the winning team, Team Kaos, which took the top spot in the Headlight competition. Headlight is a new initiative developed by the IMI in conjunction with specialist teachers through the National Schools Partnership, that includes a series of creative curriculum-linked teacher and student resources aimed primarily at those studying business-related courses, with the motor industry as the exciting backdrop.

The competition was based around the marketing of a new vehicle focusing on brand, product and promotion - the winning entry from St Hilda's was chosen from competing schools across the UK.

RMI announces new IGA chairman

Colin Parlett has been appointed Chairman of the Retail Motor Industry Federation's Independent Garage Association with immediate effect.

Commenting on his appointment Colin (pictured) said "I am delighted that the RMI Board has asked me to Chair the RMI Independent Garage Association. I have agreed to take on the challenge on an interim basis, pending the appointment of a new permanent Chairman.

"Having represented the RMI in the UK and Europe on a number of industry committees. I fully understand the needs of RMI members and the importance of representing their interests in all areas affecting their daily businesses.

"My personal goal during my Chairmanship is to ensure that the needs of members are clearly communicated at all levels and that the activities of the RMI on behalf of its members are understood by the membership."



M-Sport presentation for NGK

To celebrate another successful FIA World Rally Championship season M-Sport – the organisation selected by Ford to mastermind its assault on the WRC – has made a special presentation to NGK Spark Plugs to thank the company for its technical and product help during the 2009 season.

The presentation took place at the recent unveiling of the Ford Fiesta S2000. M-Sport and Ford's new Rally Car for the 2011 WRC season and the partnership includes full NGK technical and product support throughout the season. The NGK logo has also been prominently positioned on the 2009 Ford Focus RS World Rally Car in a 'clean area' on the rear spoiler.

NGK has been a long term partner of M-Sport and has been supplying spark plugs and technical support for its WRC cars for many years.

