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## Part 1: Summary

The Director of Maintenance is in charge of LTI's entire maintenance operation. It is the director's responsibility to ensure that the fleet's operation is interrupted as little as possible from mechanical downtime disruptions and that the department operates at, or below, budget and controls costs effectively. All analysis, job position structure, and process structure is the responsibility of the Director. The job assignment, monitoring, and general personnel management of those within the department is the responsibility of the Director.

The Director is part of LTI's management team and participates in high-level discussions. The Director takes a company-wide view of the business.

## Part 2: Day to Day Functions

On a day-to-day basis, it is assumed that the Director will engage in the following activity (assuming the Director does not have an alternative approach to accomplishing these tasks).

### Downtime & Cost Control, Analysis, Tracking:

- Direct and review reports to analyze and control expenses. Make changes as necessary.
- Direct and review reports to analyze and control downtime, warranty use, job productivity, etc. Make changes as necessary so that the shop and outside maintenance functions are ran as efficiently as possible.
- Direct and review reports to track proper PM servicing, repair monitoring, downtime, etc.
- Direct and review reports that ensure all inventory is accounted for and being used properly.

### HR-Related Management Tasks:

- With the Shop Manager, track and manage mechanic productivity, mechanic coverage, etc.
- Oversee the hiring of any new or replacement personnel via writing ads, conducting interviews, and onboarding. Managing orientation and training systems.
- Direct the continuing education and broaden the team's skills or capabilities.

### Administrative Management:

- Setup and ensure all employees properly follow standard operating procedures.
- Create a thorough system and approve all shop expenses including parts orders, supply orders, and external work – for Accounting / Accounts Payable purposes.

### Strategic Progression:

- Review equipment summaries and fleet makeup to determine appropriate lifespan planning and CAPEX management.

- Explore, analyze, and test ways of improving maintenance tasks for the betterment of other LTI priorities such as fleet productivity, driver retention, customer service, etc.
- Impact, and potentially take on or heavily influence, other important areas of LTI's business management, such as Fuel Management, various Safety initiatives, etc.
- Engage in future planning for the department, the general future of maintenance, the future of equipment and equipment specs, etc.

### Part 3: Department Functions

The Director delegates functions related to the department (below). While these tasks are not handled by the Director directly, it is the Director's responsibility that they are delegated and executed appropriately.

- Speedy repairing of equipment, internally.
- Arrange the speedy repair of equipment externally, and limiting it as much as possible.
- Negotiating repairs and general outside service rates.
- Purchasing parts and supplies at competitive rates.
- Maintain the parts inventory at low levels. Check in parts and ensure they're accounted for.
- Input all repair and parts purchase data into Dossier (software system).
- Record all data properly with regard to subrogation, bill-backs, and warranty.
- Report on all repairs and maintenance balances for lease purchase drivers.
- Code all payables for purchased parts and authorized repairs in a timely manner.
- Continuously work with Accounting to ensure reconciliation of expenses between the depts.
- Maintain up to date equipment records in Dossier.
- Spec'ing all of LTI's equipment and maintaining a master spec of LTI equipment.
- Receive and handle all in-the-moment breakdown calls.
- Facilitate roadside service, troubleshooting, and accident cleanup or support.
- Receive all equipment inquiries and repair requests and schedule as work pending.
- Maintain equipment servicing records and execute preventative maintenance accordingly.
- Assign repair jobs to mechanics and prioritize accordingly.
- Maintain proper truck settings with regard to speed, RPM, idle shut down, etc.
- Keep all USDOT repair records on file and ensure compliance with regulations.
- Register and plate all new equipment. Execute LTI's IRP renewal each year.
- Decal and set up devices in new equipment.
- Manage all IPASS, PrePASS, Samsara, and SmartDrive units.
- Renew LTI's SmartWay certification each year.
- Assign fuel cards and manage an accurate fuel card inventory and assignment.
- Monitor fuel usage from an equipment efficiency standpoint.
- Execute corrective action for drivers with poor fuel efficiency habits.
- Monitor and place safe guards for fuel theft
- Track work time, schedule shifts, and approve timecards for all employees.
- Create and maintain mechanic employment programs.
- Clean equipment for new drivers and facilitate orientation truck assignments.
- Maintain a clean shop work environment.
- Maintain a safe work environment including all components of OSHA.
- Recruit, hire, and train all new dept. employees.
- Maintain yard security setups and security personnel.
- Oversee IL terminal maintenance and upkeep.

- Manage remote trailer diagnostic alerts to prevent cargo claims.
- Perform "yard checks" and monitor reefer functionality to prevent cargo claims.
- Sell used equipment on the secondary marketplace.

## Part 4: Department Structure

As a reference, below depicts the Maintenance Departments current organizational structure with employee counts. The Director oversees this structure and has the authority to engage in appropriate reorganization.

