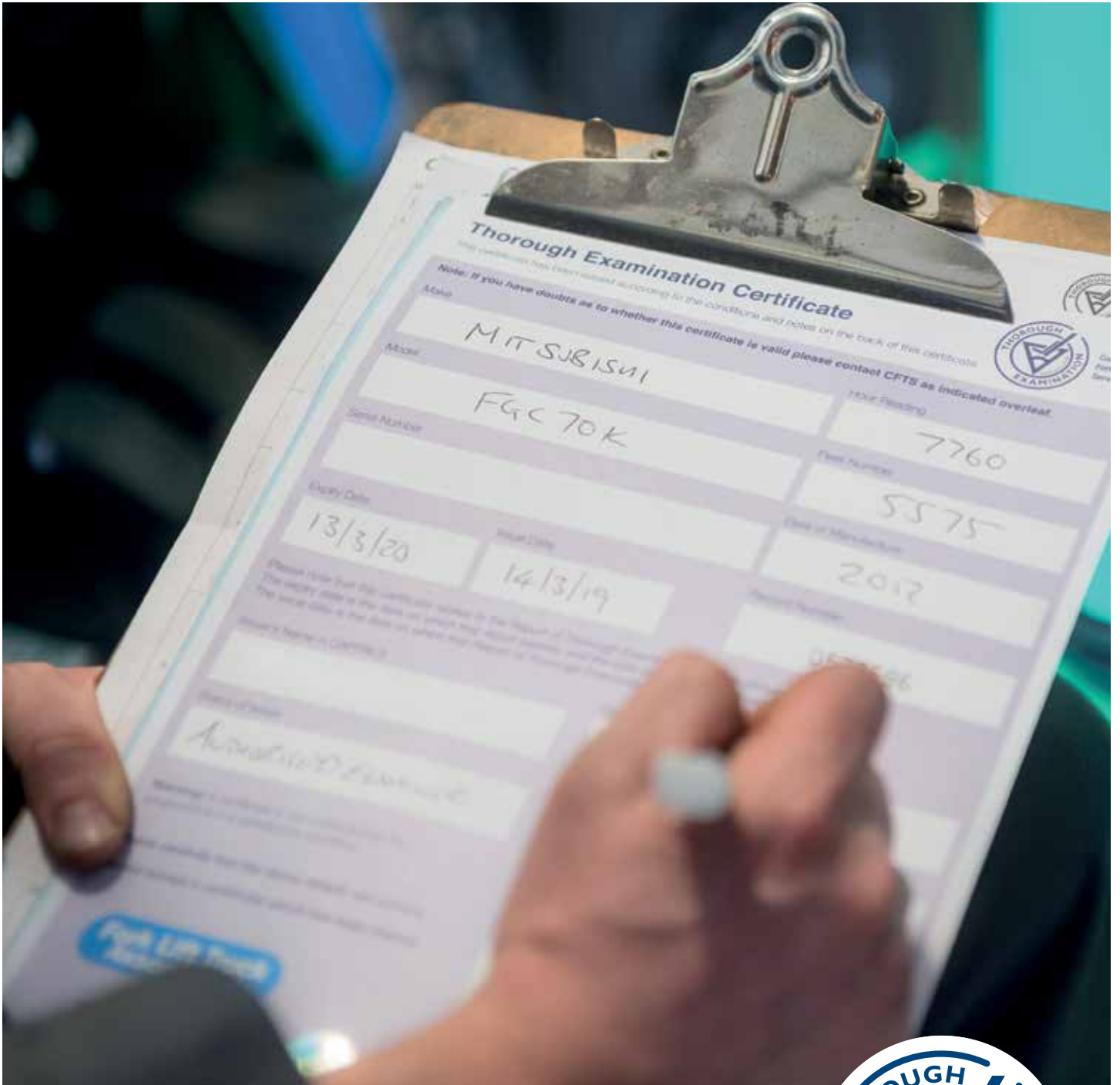


EXAMINER



CFTS APPOINTS TRAINING MANAGER

COMING SOON: NEW DOCUMENTATION PACKS

DEADLINES FOR MEMBERSHIP RENEWALS

UPDATE ON FLTA, BITA AND CFTS MERGER



2020 IN REVIEW

Welcome to the 2020 issue of The Examiner. Despite the events of this past year we have plenty of good news to share with our members.

We are pleased to say that the CFTS network has been growing steadily since the end of 2019 and many new members have joined from all around the UK.

With engineers spread far and wide, we understand it isn't always possible for them to attend training at the F-TEC centre in Swindon. We have therefore taken the feedback from members on board and have now appointed Kevin Michel as the new CFTS Training Manager. Kevin will be providing on-site training predominantly in the north of the UK. Find out more on page 4.

At CFTS we have also been busy updating the documentation packs to better align with differing legislation in the UK and ROI. These will be available next year, along with an updated ordering page on the website. You can read more about these new documents on page 6.

As always we have included some tips and reminders for members, including where to find helpful resources and advice.

We can only look to 2021 with optimism, and for our organisation we hope that next year brings many positive developments and opportunities.

If you have any questions please do not hesitate to contact CFTS. We are always happy to talk through any queries or concerns.

We hope you enjoy this issue, and that you and your families have a wonderful Christmas and New Year.

Best regards,

Matthew Kennedy

CFTS Technical Manager for the South

Adrian White

CFTS Technical Manager for the North

WIN A £100 M&S VOUCHER!

Complete our online Christmas quiz at:
www.thoroughexamination.org/login

Competition closes on
31st December

The winner will be notified
thereafter.

ADVICE AND GUIDANCE

There is a wealth of resources available for anyone looking for support amid the pandemic.

Visit:

- www.bit.a.org.uk/coronavirus
- www.fork-truck.org.uk/flta-covid-19-advice
- www.hse.gov.uk/coronavirus/

A MESSAGE FROM OUR CHAIRMAN

It goes without saying that this has been a year no one could have predicted.

Coronavirus threw the country into disarray and we experienced a huge surge in demand for goods and services. This put materials handling and logistics operations under extreme pressure, and work equipment was vital for getting supplies where they needed to be.

In order to ensure that trucks stayed in safe working order, the HSE stated that Thorough Examination was an essential activity, and all work equipment was still subject to LOLER and PUWER maintenance requirements.

Thorough Examinations therefore remained an important service and we would like to extend a huge thank you to all our CFTS engineers providing these safety inspections throughout the pandemic.

It was an uncertain and worrying time for many due to the sheer prevalence of the virus, but your commitment and availability was very much appreciated. By continuing to visit sites, in alignment with all the imposed measures, you were able to help many businesses stay up and running.

At the time of writing we are still living with certain precautions, and it remains to be seen what the lasting effects will be. No matter what happens, CFTS will support our network of members around the country so that they, in turn, can continue providing essential services that allow sites to stay safe and productive.

Take care and stay safe.

**Geoff Martin,
CFTS Chairman**

A WARM WELCOME TO NEW CFTS MEMBERS WHO GAINED ACCREDITATION IN 2020

A&R Maintenance Services Ltd,
Newcastle-under-Lyme

Agricom Commercial Mechanics
Limited, Petworth

All Service (Inspection & Training),
Wotton-under-Edge

Alto Handling Ltd, Portsmouth

Barek Lift Trucks Ltd, Hull

Berkshire Forklift Services Ltd, Bracknell

Bray Plant Ltd, London

CKB Service Support, Bognor Regis

CS Machinery Sales Ltd, Inverness

Damian McCann Cars & Vans
Workshop Ltd, Antrim, Northern
Ireland

DB Forktrucks Ltd, Newport Pagnell

DC LOLER Inspections, Daventry

Drapers Material Handling Ltd,
Stapleford

E80 Engineering, Gloucester

F R Sharrock Ltd, Wigan

Fork Fix Ltd, Neath

HLB Services, Staplehurst

Holland Bazaar Ltd, Edmonton

Howden Joinery Ltd, Goole

Independent Line Services Ltd,
Rochester

J Todd Plant Services Ltd, Fife

J W Tweedie Agri Services, Biggar

Jaques Int Ltd, Shobdon

JDL Agricultural Engineering, Sunk Island

JKS Commercials & Plant Services,
Bideford

JM Forklifts Ltd, Walsall

Kearsley Agri Services, Hambleton

Kellands Plant Sales, Bridgwater

LiftX Ltd, Poole

LT Plant & Machinery Services Ltd,
Port Talbot

Malpas Tractors WXM Ltd, Wrexham

Manx Fork Trucks Limited, Isle of Man

Mears Materials Handling Limited,
Manchester

MJL Contractors Limited, Helston

Northern Marine Services (Scotland)
Ltd, Wick

Oliver Agriculture, Petworth

P B Forklifts & Engineering Services,
Gloucestershire

Platts Harris Ltd, Tuxford

PLS Forklifts Ltd, Bradford

Reekie Limited, Perth

Riverside Plant Services Limited,
Haltwhistle

Ross Farm Machinery Ltd,
Ross-on-Wye

Smith Construction Group Ltd,
Kingston

Sole Trader FLT Technician, Braunston

South Wales Equipment Limited,
Dowlais

South West Handling Ltd, Okehampton

Sovereign Agricultural Services Ltd,
Shelley

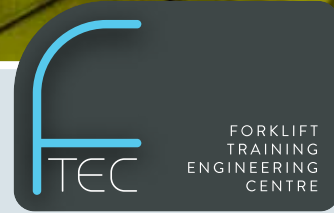
Steve Hoskin Construction Ltd, Liskeard

Stratford Agri Services,
Stratford-upon-Avon

Trucks and Tractors T/as MoodyLift Ltd,
Bishop Auckland

TTT Repairs Ltd, Jersey





TRAINING DATES

Thorough Examination training is available at F-TEC's Swindon training centre. Courses can be booked through the FLTA website:

<https://fork-truck.org.uk/training-and-apprenticeships/fork-engineer-training/engineer-training-courses>

Current dates
(COVID restrictions permitting):

Thorough Examination

- 25th to 26th January 2021
- 27th to 28th January 2021
- 1st to 2nd February 2021
- 3rd to 4th February 2021
- 8th to 9th February 2021
- 1st to 2nd March 2021
- 15th to 16th March 2021
- 19th to 20th April 2021
- 21st to 22nd April 2021
- 9th to 10th May 2021
- 24th to 25th May 2021
- 26th to 27th May 2021
- 7th to 8th June 2021
- 9th to 10th June 2021
- 21st to 22nd June 2021
- 5th to 6th July 2021
- 7th to 8th July 2021
- 26th to 27th July 2021

Thorough Examination Revalidation

- 20th January 2021
- 21st January 2021
- 10th February 2021
- 11th February 2021
- 17th March 2021
- 18th March 2021
- 12th May 2021
- 13th May 2021
- 23rd June 2021
- 24th June 2021
- 28th July 2021
- 29th July 2021

Thorough Examination Manager

Course dates will be released in the coming weeks.

NEWS

WELCOME KEVIN MICHEL



As you may know, Thorough Examination training for CFTS members is primarily held at the F-TEC training centre in Swindon. This will not change, but following member feedback we are aware that travel can be difficult for engineers who live further afield.

In response to the request for wider training opportunities, CFTS is pleased to welcome Kevin Michel as the new Training Manager for the north of the UK.

Kevin will be providing on-site training for members mainly located north of Leicester, as well as those in Ireland and Scotland.

With over three decades of experience as a mechanic and a highly respected trainer, Kevin has previously taught at Hinckley College and most recently was a senior lecturer at F-TEC, where he taught a wide number of courses on materials handling equipment.

"I'm looking forward to meeting CFTS members and providing Thorough Examination training," said Kevin. "I've travelled the world working as a mechanic and engineer, but I found I really enjoy teaching. Thorough Examinations are a crucial part of truck maintenance and it's important that engineers have the skills and knowledge to conduct them with confidence."

To book Thorough Examination, Thorough Examination Revalidation, or Thorough Examination Manager courses with Kevin, please email training@thoroughexamination.org or call **07341 333724**.

GUIDANCE FOR SAFE TRAINING DURING COVID-19

Our CFTS team has received a number of questions about in-person Thorough Examination training sessions, and we can confirm that courses are still available.

CFTS has put together a new document to assist with Thorough Examination training during the pandemic and for the foreseeable future. Aimed at supporting instructors, training facilities and candidates, the document is designed to ensure everything is in place to keep sessions as safe as can be. The relevant sections of the latest government guidelines are included to underpin the action points.

To find the document log in to the CFTS website and head to the Members' Area.

GUIDANCE FOR CLEANING EQUIPMENT

BITA has put together comprehensive cleaning guidance for MHE and Plant.

The following contact surfaces are examples of what should be cleaned between shifts, at each change of operator, and before commencing and after completion of maintenance/inspection activities:

- **Steering wheel**
- **Forks**
- **Chains**
- **Control switches and levers**
- **Touch sensitive display screens**
- **Grab handles**
- **Seat belts**

- **Dashboards & shared chassis areas**
- **Floor mats, where applicable**
- **Access covers, e.g., battery change, fuel cap**

Before applying cleaning products always refer to the truck's operator's manual. Cleaning of specialist items, such as batteries and chains, should only be carried out in accordance with the manufacturer's recommendations.

Remember, information provided by the equipment manufacturer takes precedence over any other guidance.

Read the full document at www.bita.org.uk/coronavirus



SAFE THOROUGH EXAMINATION TRAINING DURING COVID-19

SAFE THOROUGH EXAMINATION TRAINING DURING COVID-19

This document is to support instructors, training facilities and candidates on safe Thorough Examination training procedures during COVID-19.

CORONAVIRUS AND SYMPTOMS

Coronavirus (COVID-19) is a new illness that can affect your lungs and airways. It is mainly passed on from person-to-person and spreads through droplets produced when an infected person coughs or sneezes.

Find out more at: www.nhs.uk/conditions/coronavirus-covid-19/symptoms

- HIGH TEMPERATURE
- NEW, CONTINUOUS COUGH
- SHORTNESS OF BREATH
- LOSS/CHANGE TO YOUR SENSE OF SMELL OR TASTE

Coronavirus can also spread through contact with a surface or object that has the virus on it. Regularly cleaning of touch points and surfaces helps to reduce the risk of spreading the virus.

KEEP OBJECTS & SURFACES CLEAN

GUIDANCE FOR CFTS TRAINING COURSES

Candidates and instructors who are unwell with symptoms of coronavirus should not travel to the workplace or attend any Thorough Examination training course.

Candidates who are vulnerable or extremely vulnerable to the virus (or live with individuals who are) should follow the recommendations on social distancing and shielding and should not attend any Thorough Examination training course.

Persons unable to attend should notify the training facility as soon as practicable.

Guidance on shielding can be found on the government website: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

STAY AT HOME

AVOID CONTACT WITH OTHERS

www.thoroughexamination.org | training@thoroughexamination.org

SAFE THOROUGH EXAMINATION TRAINING DURING COVID-19

ACTIVITY	GUIDANCE	REFERENCE
	A risk assessment must be completed by the training provider (at a training centre) or the employer (for on-site training).	www.hse.gov.uk/coronavirus/support-safely/trisk-assessment.htm
	Avoid overcrowding and keep a safe distance of 2 metres between individuals. Where a 2 metre safe distance cannot be assured, additional protective measures may be required.	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19
	Identify and review areas that require control measures, including: <ul style="list-style-type: none"> ● restrooms ● kitchens ● tea points ● lifts ● meeting rooms ● smoking areas ● car parks ● toilets ● reception area Implement one-way entry/exit points if necessary. Display signs reminding people to socially distance, wash hands and not touch their face.	www.hse.gov.uk/coronavirus/social-distancing/index.htm
	Instructors and candidates should regularly wash their hands for 20 seconds.	www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
	Coughs and sneezes should be caught in tissues that are then disposed of. Surfaces and objects that are regularly touched should be cleaned and disinfected often, including door handles and light switches.	www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings www.hse.gov.uk/coronavirus/cleaning/index.htm
	Keep a record of attendees and instructor(s) on site.	www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-ehs-test-and-trace

Government & HSE advice

www.thoroughexamination.org | training@thoroughexamination.org

SAFE THOROUGH EXAMINATION TRAINING DURING COVID-19

ACTIVITY	GUIDANCE	REFERENCE
	Rooms required for theory training must allow for social distancing of 2 metres. Space desks/chairs 2 metres apart. Six candidates side by side and not facing each other where possible. Presentations must be projected onto a large screen to avoid candidates clustering around instructor's computer. Classrooms must be regularly cleaned. Equipment such as pens and notepads should not be shared. Hand washing facilities must be available. Good ventilation can reduce the risk of spreading the virus. Where possible windows should be opened or air conditioning switched on (except for systems recirculating between rooms).	www.hse.gov.uk/coronavirus/social-distancing/index.htm www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm
	Area must be free from disruption. Background noise must be minimised to avoid the need to crowd near the instructor to hear. Hand washing facilities must be available. Training should be delivered to CFTS standards whilst meeting social distancing guidelines.	BITA and the FTA have produced a guidance document which provides detailed information: www.bita.org.uk/wp-content/uploads/2020/06/503-Safe-Cleaning-Methods-for-MHE-June-2020-191626.pdf
	PPE required shall be identified prior to the course and shall be supplied by the candidate. Equipment must be sanitised (See PPE sanitisation). Face mask/coverings can be worn provided instructors and candidates can be heard from a safe distance.	www.hse.gov.uk/coronavirus/ppe-face-masks/non-healthcare/index.htm www.hse.gov.uk/coronavirus/ppe-face-masks/face-coverings-and-face-masks.htm www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own-face-coverings-when-to-wear-one-and-how-to-make-your-own

www.thoroughexamination.org | training@thoroughexamination.org

CHECKLIST FOR

CHECK

Make
Is Attachm
SWL show
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Type of mo
Type of r
Load or pre

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No.	Section	
1	Load Handling	
2	Braking	

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2 Visual cracki
3 Visual linkage
4 Visual switch
5 Inspi dama
6 Chec secu switch
7 Chec pane
8 Oper a cor
9 Chec truck
10 Chec and l
11 Chec and t
12 Chec and l
13 Chec man
1 Visual deign

UK Thorough Examination Certificate

For Load Handling Attachments and Accessories under Lifting Operations and Lifting Equipment Regulations (1998) and Provision and Use of Work Equipment Regulations (1998)
This certificate has been issued a

Note: If you have doubts as to

Make

Model

Serial Number

UK Thorough Examination Certificate

For Standard Equipment under Lifting Operations and Lifting Equipment Regulations (1998) and Provision and Use of Work Equipment Regulations (1998)
This certificate has been issued acco

Note: If you have doubts as to

Make

Model

Serial Number

Expiry Date

Please note that this certificate relates to the equipment.
The expiry date is the date on which the certificate expires.
The issue date is the date on which the certificate was issued.

Issuer's Name in CAPITALS

Status of Issuer

UK Thorough Examination Certificate

For MEWP equipment under Lifting Operations and Lifting Equipment Regulations (1998) and Provision and Use of Work Equipment Regulations (1998)
This certificate has been issued according to the conditions:

Note: If you have doubts as to whether this certificate is valid

Make

Model

Serial Number

Expiry Date

Please note that this certificate relates to the equipment.
The expiry date is the date on which the certificate expires.
The issue date is the date on which the certificate was issued.

Issuer's Name in CAPITALS

COMING SOON: NEW DOCUMENTATION PACKS

In 2021, CFTS will be introducing a new set of packs. This is because the legislation on Thorough Examinations (and the information included in Reports) differs between the UK and ROI. New documentation has therefore been created to better align with the legal requirements.

We have also included MEWP/Other Equipment documentation packs.

The packs will be colour coded and clearly marked to ensure that ordering is easy and straight forward.

CFTS members will be informed when the new packs are available to order in the new year.

The new packs will be:

- UK Standard pack
- UK Attachment pack
- UK MEWP/Other Equipment pack
- UK Certificate pack
- ROI Standard pack
- ROI Attachment pack
- ROI MEWP/Other Equipment pack
- ROI Certificate pack

ORDERING PACKS

Please continue to order packs via the CFTS website www.thoroughexamination.org using your login/password details or via amanda.cook@bita.org.uk.

The order webpage will be updated to reflect the new pack types when available.

STANDARD VS ATTACHMENT DOCUMENTATION PACKS

Do you use standard documentation packs for most lift truck Thorough Examinations?

If you do, you're not alone. But did you know that certain vehicle set ups require separate Thorough Examination documentation that is different to standard packs?

For example, if a lift truck attachment (such as a paper bale clamp, fork extensions, jib etc) is not permanently fixed to the vehicle, it is best practice to conduct a separate Thorough Examination using the specifically designed attachment documentation pack.

We strongly advise that our members use this pack option where required. It will ensure that ancillary equipment is checked in its entirety and is deemed safe to use. This is important if the owner decides to remove the attachment and place it on another vehicle.

If an attachment is permanently fixed to a truck, then it is acceptable to conduct one cover-all Thorough Examination using just the standard pack.

To ensure that you are offering the most in-depth and appropriate Thorough Examinations possible, please be sure to ask your customers whether their truck attachments are fixed or not. This will allow you to decide which documentation is required for the inspection(s).



**Fork Lift Truck
Association**



NEWS

LEADING INDUSTRY BODIES BECOME ONE

The Fork Lift Truck Association (FLTA), British Industrial Truck Association (BITA) and Consolidated Fork Truck Services (CFTS) are to become one association for the industry. This has now been formally agreed and the new association will launch in January 2021.

The UK Material Handling Association encompasses all three organisations. The Board of Directors will be appointed from existing Board members of FLTA and BITA. This will not alter their current positions as they will carry out a dual role as Director for UKMHA and their respective association. For now, UKMHA is acting as an umbrella brand with plans to merge the companies into the new association at a later date.

Over the last few months, the intra-logistics industry has been keeping Britain moving, ensuring uninterrupted supply of essential goods to hospitals, pharmacies and supermarkets as well as supporting retailers through their ecommerce distribution centres. During this time the FLTA, BITA and CFTS have been working together to provide information and advice to all their members.

Tim Waples, Chief Executive of the FLTA, explains: "The associations have always worked closely together but during the recent events it has been especially important that we collaborated to support all those in our industry. Most of the general public are not even aware of the intra-logistics industry, let alone understand the important role

it plays in keeping the country and economy going. How an order placed online arrives at their door is of no relevance to them and the complexities involved are overlooked. I think it is important to highlight our industry to the wider community for the vital role it plays in supply and distribution of goods.

"This current crisis has shown how adaptable and flexible the industry is and the very fact that it is still in the shadows of people's knowledge proves what a fantastic job we did to prevent a catastrophic breakdown in the supply chain.

"Our industry, like the rest of the world, has experienced an extraordinary year. This period has highlighted that when our organisations work collaboratively, we can support our members through the most difficult of times. The creation of UKMHA will ensure we are stronger, together, whatever the future holds."

“ THE CREATION OF UKMHA
WILL ENSURE WE ARE STRONGER,
TOGETHER, WHATEVER THE
FUTURE HOLDS ”



ADD YOUR COMPETENT PERSON DETAILS BEFORE JANUARY 2021

If you manage a team of engineers across multiple depots, you will know how difficult it is to remember all of their qualification renewal dates.

But by filling in the competent person section of your CFTS profile, you gain a quick and easy overview of your engineers, ensuring you never miss a renewal.

Please note that only individuals listed on the National Competent Person database will be authorised to carry out Thorough Examinations under the CFTS scheme.

All CFTS members are therefore required to add the details of their competent persons by 1st January 2021. CFTS memberships will not be renewed without this information.

Simply log in to the CFTS website and click on the Members' Area tab at the top of the page. Here you will find a handy instruction guide containing illustrated, easy-to-follow steps on how to update your details.

Log in today at www.thoroughexamination.org



UPDATES TO THE WEBSITE

CFTS is currently making updates to the website, including a new interactive guide on Agricultural & Construction Thorough Examinations. This will be available in the near future. We will also be adding an online payment function in due course as well.

Please check back on the website or look out for emails containing further details.



IMHX 2021

Events may have been cancelled this year but IMHX is currently planning to return in September 2021. Hundreds of companies have already signed up and CFTS is aiming to also have a presence at the exhibition.

Our stand at IMHX 2019 was hugely successful and we hope that our Technical Managers will once again have the opportunity to showcase Thorough Examinations as well as the ever-expanding CFTS network.

They will be available to discuss recent developments such as the FLTA/BITA merger, new documentation, and options for on-site training, and may be joined by representatives from Key and Protean to demonstrate software.

More information on CFTS at IMHX will be shared in the coming months.



CUSTOMER REMINDERS

During the pandemic, trucks may have been stood down and left idle, during which time Thorough Examination certificates and reports could have expired. Remind your customers that they are obligated to arrange inspections before trucks are used again.

A customer reminder letter template is available now from the Members' Area on the CFTS website. Once downloaded, simply update the letter with your customer's details and send it out to inform them of report expiration dates.

DANGERS OF HEAVY-DUTY OPERATIONS

Are your customers aware that abrasive materials and certain chemicals will shorten the life of important components?

Work equipment used for heavy-duty operations may require more frequent Thorough Examinations than owners think, and CFTS believes certain industries are at higher risk of fault-related accidents if they do not arrange inspections often enough.

Operations like construction, metal manufacturing or aggregate processing use abrasive materials, which over time can damage equipment.

Similarly, if a truck is used on a site where chemicals are present, corrosion is a serious hazard to look out for.

Look out for:

Chains — even though they have been made and tested for the stresses of day-to-day operations, chains are vulnerable and a Thorough Examination will identify any signs of corrosive fatigue on chains or other lift truck components

Extensive use — The amount the truck is used plays a significant role in determining how often an inspection is needed. Inspections are required every 4 months if it is used over 80 hours a week, every 6 months if it used 40 to 80 hours a week, or every 12 months if it is used under 40 hours a week.

Changes to work equipment — alterations to equipment or how it is used will affect Thorough Examination intervals.



Protean Software

PROTEAN UPDATES

The CFTS partnership with Protean is going from strength to strength. We have been using Protean software for a number of years, with more and more members signing up to use the CFTS-approved documentation every month.

We will be supporting Protean as they update their software to align with the new documentation packs in due course.

Neil Plumbley, Founder and Director of Protean Software Ltd, said: "We are proud to partner with CFTS in providing members not only with digital versions of the authorised inspection certificates and simplified, discounted billing, but also a full suite of class-leading service management tools that enable any mechanical handling business to deliver fantastic customer service."

RECENT GUIDANCE UPDATES IN RELATION TO THOROUGH EXAMINATIONS

GN28 is under review and the changes will be made available to CFTS members as soon as the new document is published. Both CFTS Technical Managers are on the review panel.

Near the end of last year BITA amended GN15 with updates on chain wear and service life, including a new chart for measuring chains when new, at 2% and 3% elongation.

GN62 was also updated at the end of 2019 with new guidance on replacement of fork arms, including a reminder to check that the nominal capacity of both forks is at least equal to the truck's rated capacity.

Guidance notes can be purchased from BITA at www.bita.org.uk/product-category/guidance-notes.

These latest Guidance Notes provide clear industry-approved standards for Thorough Examinations, and we encourage members to use them to ensure best practice is maintained.



"The same part of the Protean system that enables you to carry out CFTS inspections in the field also provides COVID safety checklists and other risk assessments, insurance inspections, general servicing inspections and even customer feedback surveys, so there are many benefits to CFTS members of using a field service management system like this."

For more information visit www.proteansoftware.com or call **024 7671 0300**.



JOIN SERVICE GEENI TODAY

Simply enter your CFTS number into the software and CFTS will validate your membership. All your tests and certificate documentation will then become available in the Service Geeni application.

If you would like to use Service Geeni for your Thorough Examinations, call **0330 088 0802** or visit **www.servicegeeni.com**

CHECK OUT THE PODCAST

Our very own Technical Managers Matthew Kennedy and Adrian White were recently featured on the Service Geeni 'In the field' podcast where they discussed changing technologies and how to future-proof your business.

Listen here: **<https://servicegeeni.com/in-the-field-podcast>**

NEW SOFTWARE FOR THOROUGH EXAMINATIONS

CFTS is pleased to announce a new partnership with Service Geeni — a division of Key computers.

Service Geeni software automates Thorough Examination processes, offering members an effective, convenient way to cut down on time-consuming admin, keep documents up to date, and improve productivity.

The program allows CFTS members to raise Thorough Examination jobs and send them to their competent person, who then completes the inspection and fills in the Thorough Examination Report on their mobile device.

CFTS will receive a notification, and if the equipment is safe to use, the Report is sent to the customer. CFTS then bills jobs at the end of the month and sends all necessary decals.

Service Geeni ensures accurate reporting that complies with CFTS standards and HSE regulations.

Geoff Martin, Chairman of CFTS said: "The Service Geeni software is easy to use and has made the process of managing Thorough Examinations much easier for our members. It complements existing systems and enables engineers to provide an efficient service to customers."

Gary Jones, Head of Sales at Service Geeni, added: "Managers were telling us they were struggling with the administrative burden these Thorough Examinations involve, but as this work is critical to the safety of the assets, many customers need extra resources to complete the administrative checks.

"The feedback from CFTS members already using the software has been excellent, with many companies reporting significant reductions in administrative time and lower costs for completing Thorough Examinations. We're proud to be partnering with CFTS; helping to achieve better standards and creating a safer working environment."

“ THE SERVICE GEENI SOFTWARE IS EASY TO USE AND HAS MADE THE PROCESS OF MANAGING THOROUGH EXAMINATIONS MUCH EASIER FOR OUR MEMBERS. IT COMPLEMENTS EXISTING SYSTEMS AND ENABLES ENGINEERS TO PROVIDE AN EFFICIENT SERVICE TO CUSTOMERS. ”

MAKE THE MOST OF YOUR MEMBERSHIP

In the Members' Area of the CFTS website, you'll find a host of resources designed to help you get the best from your CFTS accreditation.

SIMPLY LOG IN USING YOUR CUSTOMER'S CREDENTIALS AND YOU'LL BE ABLE TO:

- Update your company's details, such as adding new depots
- Order Thorough Examination packs
- Download printable versions of the popular interactive guides which spell out the differences between CFTS and other inspection providers.
- Find assets, including logos, email templates and images, for upcoming promotions
- Print your own quotation document using our free template
- Download customer Thorough Examination reminder templates
- Read previous editions of the Examiner
- Learn more about CFTS electronic documentation from Protean
- View our latest videos, including our engaging CFTS vs Insurance inspection side-by-side comparison. If you are unable to log in, please contact Amanda (see below for details) for assistance.



BOARD MEMBERS



GEOFF MARTIN
Chairman of CFTS



DAVID CALLIS
Ecobat Technologies Ltd



JAMES CLARK
Secretary General, BITA



MIKE KNOWLES
Crown Lift Trucks



DEREK MARTIN
Champion Forklifts



TIM WAPLES
Chief Executive, FLTA

TECHNICAL ADVICE & QUERIES



MATTHEW KENNEDY

Matthew is the Technical Manager for the South of England, West Country, Midlands, Channel Islands and South Wales.

07739 638866
matthew@thoroughexamination.org



ADRIAN WHITE

Adrian is the Technical Manager for the North of England, North Wales, Scotland, Northern and Southern Ireland.

07846 103754
adrian@thoroughexamination.org

TRAINING



KEVIN MICHEL

Kevin provides on-site training in the North of England, as well as Ireland and Scotland

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