

MORANBAH DISCOUNT TYRES & MECHANICAL



Providing comprehensive knowledge to each and every client with a high level of service, and helping support the growth of the township's needs.

As a leader in automotive services and repairs, Moranbah Discount Tyre and Mechanical (MDTM) are well known for providing comprehensive knowledge and exceptional service to each and every client.

A significant supporter of the Moranbah community, our professional and dedicated team are on the forefront of innovation and client care. With multiple awards and an extensive list of accreditations to our name, we're extremely proud that our family owned business has achieved such high-level recognition.

Established in 2005, MDMT have consistently expanded and invested in growth strategies - making us a one stop shop for all auto electrical, mechanical and tyre requirements.

Our aim is to create an Automotive Hub in Moranbah, while partnering with other local businesses, to service the entire Bowen Basin as well as Mackay and Emerald. We call this "City to the Bush" - whereby we offer products and services that are so competitive, it attracts clients from further afield.



SAFETY FIRST

Our team have a "safety first" attitude at all times - everyone wants to go home just as they arrived. We conduct monthly safety audits as well, to ensure that our entire organisation is aligned to the latest safety policies and procedures as set out by MONIT, a safety management system.

MONIT's system is fully compliant with each state's workplace healthy and safety's legislation, tailored to our industry, including regular updates.

OUR ORGANISATION



2

locations



6

consecutive
years of award
wins



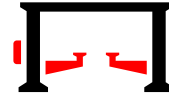
11

administration
staff



20

tradesmen



22

hoists



35

total staff

The Moranbah Discount Tyre and Mechanical team are governed by safety best practices and a commitment to continually upgrading their expertise and equipment. All of our staff and management team reside in Moranbah, largely due to our purchase of four properties to accommodate our employees.

This not only gives our staff and the business extra stability, it also assists us in attracting and retaining the right employees.

// Moranbah Discount Tyre and Mechanical is an outstanding business on many levels and the management and directors are to be congratulated for their innovation, continual improvement and commitment to growing the business community of Moranbah. //

- Moranbah Traders Association

MDTM MANAGEMENT TEAM

Carolyn Fritz, Director/Owner, 0417 415 663

Jamie Fritz, Director/Earthmoving Tyre Manager, 0438 130 467

Michael Eve, Workshop Manager, 07 4941 7313

Lance Butcher, Tyre Division Manager, 07 4941 5703

Trina Friel, Office Manager, 07 4941 7313

OUR HIGHLIGHTS

// Providing a complimentary vehicle pick-up and delivery, and a car wash with every service, is what we consider the base level of our client care. I genuinely believe we offer the best service possible in our industry.

//
- Carolyn Fritz, Moranbah Discount Tyre and Mechanical Director

2005

- > Moranbah Discount Tyre and Mechanical established

2007

- > Approved to perform BMA compliancing on light, medium, truck/bus equipment

2009

- > First-time winner of Best in Trades Services and Best in Mining and Manufacturing Services awards

2010

- > Nominated as Tier 1 outlet for BMA and Orix to be their preferred Moranbah repairer for light vehicles

2011

- > Second-time winner of Best in Trades Services and Best in Mining and Manufacturing Services awards

2012

- > Introduced Moranbah Towing service
- > First-time nomination for Director Carolyn Fritz as Telstra Business Woman of the Year
- > Third-time winner of Best in Trades Services and Best in Mining and Manufacturing Services awards

2013

- > Approved as only authorised VW Amarok sub agency outlet in Bowen Basin
- > Approved as only Isuzu service outlet in Bowen Basin
- > Approved as only Holden Colorado sub agency outlet in Bowen Basin
- > Introduced Moranbah Ironman 4x4 Distributor for the Bowen Basin
- > First-time nomination for a Telstra Regional Business Award
- > Second-time nomination for Director Carolyn Fritz as Telstra Business Woman of the Year

2014

- > Approved as Repco authorised service outlet – an Australian first
- > Approved to perform mine site brake testing
- > Second-time nomination for a Telstra Regional Business Award

2015

- > Winner of Business Excellence in Retail award
- > Fourth-time winner of Best in Trades Services and Best in Mining and Manufacturing Services awards

2016

- > Approved as Repco spare parts stockist – first in Australia to offer both Repco authorised servicing and parts
- > Introduced the first Compliance Service Centre – One Stop Shop for all compliancing needs
- > Approved as a Roadworthy Station

OUR CAPABILITIES

Moranbah Discount Tyre and Mechanical has six main divisions that work together to provide clients with a high level of service, and to support the growth of the township's needs. Each division has its own manager overseeing quality control and workflow efficiencies, and implement industry best practices for fatal risk protocols and safety standards.

1 Mechanical and Auto Electrical

Our Mechanical and Auto Electrical division can carry out services for all vehicle makes and models, without voiding warranty. We also offer same day turnaround service for all mining company, contractor and local customer vehicles, and are the only local service provider to provide 24 hour roadside assistance with every service on vehicles that are not leased (conditions apply).

As well as being an authorised Compliance Inspection Station for BMA Coal Mines, we are authorised repairers for Orix, Custom Fleet, Lease Plan, Fleet Care, Esanda, Fleet Australia and all other major leasing companies.

MDTM have two computerised wheel alignment machines with qualified tradesmen to carry out 2-wheel and 4-wheel alignments with accuracy, as well as six specialised computer scanners to detect all computer faults on the latest makes and models. We carry out warranty work on VW, Holden and Isuzu vehicles and have an extensive range of specialised tooling for these makes and models.

MDTM has individual appointed administration staff to customers with larger fleets to ensure they are talking to the same person each and every time they make a booking. This level of client care ensures we have familiarity of the customer and their requirements.

2 Repco Dual Service Centre

Moranbah Discount Tyre and Mechanical are Australia's first authorised Repco service centre to also be authorised as a Repco stockist for spare parts. Having both of these authorisations under the Repco umbrella gives us the unique position of being able to offer our clients a one stop Repco shop, with the local knowledge and experience to back it up.



“ What sets this business apart is its commitment to developing its own people. ”

- Moranbah Traders Association



3 Tyres/Earthmoving Tyres

The MDTM Tyres division can supply, fit and repair all types of tyres - from mower tyres to underground earthmoving equipment tyres. As part of this service, we are accredited and trained to use polyurethane solid filling on underground earthmoving equipment tyres to increase their longevity by lowering the risk of punctures and improving the tyre's resistance to heat.

As part of our highly experienced team, all of our tyre fitters are all also mechanics and are nationally accredited with Certificate II in Automotive Tyre Servicing Technology (AUR21913).

MDMT have the specialist training, knowledge and technology to best service and maintain heavy earthmoving equipment tyres.

4 Compliancing

Our All Compliance Service Centre Division can provide safety inspections or Certificate of Inspections for registration purposes of utes, camper trailers, trailers and trucks. This includes inspection of mechanical repairs, fleet servicing, tilt trays and air conditioning. We provide dynamic brake testing and are approved to undertake all BMA inspections.

5 Ironman Distributor

MDTM is the only distributor for Ironman 4x4 products in the Bowen Basin and Central Highlands. These products are rigorously tested in the harshest conditions possible to ensure they offer maximum safety and comfort.

6 Towing

Opening Moranbah Towing was the next step in realising our Automotive Hub vision, which also enables us to offer a complimentary roadside assistance for every vehicle we service. At MDTM, we believe that customer experience is just as important as the service. Having the capability and the confidence to continue growing and innovating is part of what sets Moranbah Discount Tyre and Mechanical above the rest.



OUR SOCIAL RESPONSIBILITY

// This business demonstrates a real passion and pride for Moranbah. //

- Moranbah Traders Association

Moranbah has experienced many challenges around skills shortage and unemployment levels, which we see as an important issue for all local businesses. To help overcome these challenges, Moranbah Discount Tyre and Mechanical have undertaken the following measures:

- Employing school-based trainees and apprentices in administration, tyre fitting, auto electrical and mechanical from Moranbah State High School
- Creating placements for Moranbah State High School's work experience students
- Contributing to the "Get Set for Work" program, which assists with work placement for under privileged youth
- Supporting "Moranbah Advanced Skills Training" program, which is aimed at helping Year 11 and 12 students to develop workforce skills

In the community, we initiated a "Women, Wheels and Automobiles" service that provides free information sessions covering what to do in a vehicle breakdown, how to change a tyre, basic vehicle terminology and how to jump start a vehicle. This program has proved so popular that we also conduct the sessions at Moranbah State High School for Year 11 and 12 students.

Moranbah Discount Tyre and Mechanical are also mentors in the BTC - Breaking the Cycle program. Organised in conjunction with PCYC, we assist local learner drivers in becoming better motorists and in clocking up 100hrs in their driving logbooks. The program is provided free of charge, and MDTM maintain the RAV4 vehicle used for the lessons.

Our community endeavours also include regular donations and sponsorships towards local charities, clubs and sporting groups. While every bit of support we give is special to us, some of our most standout contributions have included:

- Over \$42,000 given in 2015 to worthwhile recipients such as Relay for Life and the Moranbah Early Learning Centre
- Major sponsorship of the 2014 Daniel Morcombe "Dance for Daniel"
- Participation in the 2013 Variety Bash
- Raising \$20,000 for CQ Air Rescue at our 2013 Car Show
- Major sponsor for Moranbah East State School Garden Party 2011-2015



CONTACT DETAILS

Moranbah Discount Tyre and Mechanical Pty Ltd

Auto Electrical/Mechanical Division, 23-25 Bacon Street, Moranbah, 07 4941 7313

Earthmoving Tyres and Polyurethane Filling, 29 Mills Avenue, Moranbah, 07 4941 5703

Tyre Division, 30 Mills Avenue, Moranbah, 07 4941 5703

Ironman 4x4 Division, 23-25 Bacon Street, Moranbah, 07 4941 7313

Repco Service Centre, 23-25 Bacon Street, Moranbah, Moranbah, 07 4941 7313

Repco Spare Parts Division, 25 Bacon Street, Moranbah, 07 4941 7442

Moranbah Towing, 23-25 Bacon Street, Moranbah, 07 4941 7313

All Compliance Service Centre Division, 23 Bacon Street, Moranbah, 07 4941 7313

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