

14 FINALIST TEAMS



QUESTER TRACK

MARKET	DISTRICT	TEAM
Americas (Bolivia)	Nibol (La Paz)	CONDOR BOLIVIANO
Hub-Malaysia (the Philippines)	Prime Quest	Kit Kat
Indonesia	AIUDSO (AI-Sunter)	Great Mates
MEENA (UAE)	AI Masaoood	Ichiban AI Masaoood
South Africa	Shorts Commercial Vehicles	Southern Shorts
Thailand	Bangna Dealer	Begin
MEENA (Saudi Arabia)	Zahid Tractor	Zahid Tractor Samurai



QUON TRACK

MARKET	DISTRICT	TEAM
Australia	CMV Truck & Bus - Epping	STOP LOOKING AT ME QUON!!!
Japan	UDT Kanto Fukaya	FUKAYA Specialists
Japan	UDT Kinki Nishiyodo	Ultimate Dynamite
Japan	UDT Chubu Kanazawa	Reconstruction Noto
Singapore	UD TRUCKS SINGAPORE (PTE.) LTD.	The Ultimate Dependability Squad
South Africa	UD Trucks Cape Town	KENZO
Australia	Truck Centre (WA) Pty Ltd	UD11

CONDOR BOLIVIANO

Bolivia



CONDOR BOLIVIANO

- **Team Profile**

Erik- Service assistant

Felix - Technician (Team Leader)

Alfredo - Technician

- **Gemba Challenge Experience**

We participated in 2022 and could advance only the initial rounds, but now are really excited to reach the worldwide Finals!

- **Working with UD Trucks**

Felix (Leader Mechanic) has been working with UD Trucks for 12 years, Alfredo for 9 years and Erik 5 years.

- **What they get out of being part of GEMBA**

We are very proud of being part of the CONDOR BOLIVIANO Team, which is being a great opportunity for learning and getting more experience with the UD Trucks.



KIT KAT

Philippines



Kit Kat

- **Team Profile**

Leeann Elise G. Altamirano – Technician
Augustus Ephraim L. Jimenez – Technician
Jason B. Roberto – Technician
Leo Gie C. Mugar – Tool Keeper

- **Gemba Challenge Experience**

This is the team's first time to participate in the Gemba Global Finals

- **Working with UD Trucks**

All members of the team are part of the Service Department and have been working on UD Trucks – August for 12 years. Jason for 11 years, Leeann for 8 years, and Leo for 2 years

- **What they get out of being part of GEMBA**

GEMBA is an opportunity for us to fully appreciate our individuality and how this can create an impact on how we can grow as a team during the competition



GREAT MATES

Indonesia



Great Mates

- **Team Profile**

Frize Dian A – Team Leader

Igus Dwijayanto – Technical Support

Wahyu Restu Diwanto – Workshop Supervisor

Sulung Suswanto - Workshop Supervisor

Bima Eah Wicaksono - Technial Support

- **Gemba Challenge Experience**

Champion in Global Finals 2016

Second Place in Global Finals 2022

- **Working with UD Trucks**

Frize Dian is a Competence Development manager with experience at UD Trucks over the last 12 years. Igus has 13 years service, Wahyu 14 years, Sulung 14 and Bima 8 years.

- **What they get out of being part of GEMBA**

Participating in this competition is Pride for ourselves and makes us work better.

We can increase our knowledge about a more structured work process and improve our skills through training and teamwork.



ICHIBAN AL MASAOOD

UAE

Ichiban Al Masaood

- **Team Profile**

Mujahid Manzoor- Technician

Ahmed Elsaba- Mechanical Engineer

Fadi Fawzi- Technical Support Engineer

Zain UI Abid- Parts operations

- **Gemba Challenge Experience**

This is the first time to reach Gemba Finals

- **Working with UD Trucks**

Mujahid – 4 years, Ahmed – 2 years, Fadi – 2.5, Abid-22 years

- **What they get out of being part of GEMBA**

The journey itself is rewarding enough that we feel, winning is bonus



SOUTHERN SHORTS

South Africa

Southern Shorts

- **Team Profile**

Morney Olivier – Technician

Johan Groenewald – Technician

Glen Raymond Hockly - Service Advisor (Team Leader)

Tertius Johan Nortje - Parts Sales Executive

- **Gemba Challenge Experience**

Southern Shorts has participated as finalists in 2016, 2018, 2022, this is our fourth time participating in the global finals. This is Glen and Tertius's 2nd time participating in the Global finals. It is Morney and Johan's 1st time

- **Working with UD Trucks**

Glen is a Service Advisor leader and very proud of his team and knowledge of UD truck experience for the last 21 years, Morney 7 years, Johan 7 years and Tertius 2.5 years

- **What they get out of being part of GEMBA**

We relish the challenge to test our knowledge of UD Truck systems and mechanicals against the best in the world. It improves teamwork, knowledge, and work satisfaction which in turn improves customer experience and satisfaction



BEGIN

Thailand



Begin

- **Team Profile**

Mr.Thanaris Theeranantawit – Service Advisor

Mr.Sayam Saengsong – Foreman

Mr.Wichai Aothon – Diagnostic Technician

Ms.Russarin Sripirod - Service Advisor

- **Gemba Challenge Experience**

This year marks the team's debut in the GEMBA Challenge 2024. We are eager to bring a positive spirit, enjoy the experience, and strive for outstanding results.

- **Working with UD Trucks**

Thanaris Theeranantawit – 13 years

Sayam Saengsong – 19 years

Wichai Aothon – 18 years

Russarin Sripirod - 2 years

- **what they get out of being part of GEMBA**

GEMBA offers the team an invaluable chance to unite, sharpen their skills, and implement best practices that will enhance customer satisfaction and strengthen their dealership's success.



ZAHID TRACTOR SAMURAI

Saudi Arabia



Zahid Tractor Samurai

- **Team Profile**

Sanjiv Badhuk- Technician
Salman Khan – Technician
Venu Nair- Warranty Handling
Michael Mutiso – Technician

- **Gemba Challenge Experience**

Finalist of Gemba challenge 2022. This is second time to be in finals

- **Working with UD Trucks**

All the team have experience of 4 years with UD

- **What they get out of being part of GEMBA**

Proud to be part of UD Brand and learnt how to use the knowledge that we have practically



STOP LOOKING AT ME QUON!!!

Australia



STOP LOOKING AT ME QUON!!!

- **Team Profile**

Justin Westcott -Technician (Team Leader)

James Greenwood -Technician

Nitin Soman - Technician

Robert Boletti – Technician

- **Gemba Challenge Experience**

This is our first time participating in the GEMBA Challenge—and our first time reaching the finals! We're proud of both the experience and the hard work that got us here.

- **Working with UD Trucks**

The team, led by Justin Westcott with 15 years of experience, includes Nifin Soman with 5 years, James Greenwood with 10 years, and Rob Boletti with 5 years. Each team member began their career as an apprentice technician with CMV and UD Trucks, and they all share a strong commitment to customer success

- **What they get out of being part of GEMBA**

The Gemba competition helped us enhance our skills and time management, foster new friendships, and expand our knowledge of service and system information. These improvements will enable us to better support UD customers



FUKAYA SPECIALISTS Japan

FUKAYA Specialists

- **Team Profile**

Takeharu Sasaki / CSR (Team leader)

Yuya Eda / Technician

Yuki Katahira / Technician

- **Gemba Challenge Experience**

This is our first time participating in the GEMBA Challenge, and of course our first time being a finalist! We are proud of our experience and work.

- **Working with UD Trucks**

Yuya Eda is the technical leader of GEMBA with 22 yrs of experience at UD Trucks

Takeharu Sasaki has 19 years of experience at UD Trucks

Yuki Katahira has 4 years of experience at UD Trucks

- **What they get out of being part of GEMBA**

As a member of GEMBA, we are able to gain knowledge and experience that directly contributes to supporting the logistics industry in Japan, which makes our work very rewarding



ULTIMATE DYNAMITE

Japan



Ultimate Dynamite

- Team Profile**

Kenta Tsukamoto / Technician (Team leader)
 Shogo Nakai / Technician
 Kensuke Katsuda / Technician
 Taiga Kishimoto / Technician

- Gemba Challenge Experience**

This is the first time we have participated with this team. It's also our first time participating global finals, so we are nervous, but we will do our best with "Let's Dynamite!"

- Working with UD Trucks**

Tsukamoto: Technical leader. 11 years of Gemba experience.
 Nakai: General maintenance. 14 years of Gemba experience.
 Katsuda: General maintenance. 9 years of Gemba experience
 Kishimoto: Graduated high school and joined UD Trucks. With a 'Let's Dynamite!!' spirit, general maintenance for 8 years

- What they get out of being part of GEMBA**

Our experience on the GEMBA has been a valuable opportunity to gain new knowledge and build a steely mentality for personal growth and career advancement, undeterred by adversity



RECONSTRUCTION NOTO Japan



Reconstruction Noto

- **Team Profile**

Kiyokazu Hashiba / Technician (Team Leader)

Keiji Hata / Technician

Satoshi Imai / Parts

- **Gemba Challenge Experience**

This is our first time participating as this team

- **Working with UD Trucks**

Kiyokazu Hashiba is a technician leader with 24 years of GEMBA experience.

Keiji Hata is a general technician expert with 9 years of GEMBA experience.

Satoshi Imai has 1 year experience as a technician and 4 years of GEMBA experience in the parts department.

- **What they get out of being part of GEMBA**

Motivation, Guts, Spirit, Honor



THE ULTIMATE DEPENDABILITY SQUAD

Singapore



The Ultimate Dependability Squad

- **Team Profile**

Azizan – Technician

Choong Kian Fooi – Workshop & Service Supervisor

Rahul – Technician

Vinod – Claim Warranty Executive

- **Gemba Challenge Experience**

This is our team “The Ultimate Dependability Squad” first time participating in the Global Final of Gemba Challenge

- **Working with UD Trucks**

Vinod been working with UD trucks for past 10 years and continue to grow himself from a qualified technician to Claim & Warranty Executive today, Choong and Azizan 9 years and Rahul 7 years

- **What they get out of being part of GEMBA**

Gemba spirit allow us to go extra mile by providing continuous support and solutions to our customer which not only create values to our customer but also bring rewarding job satisfaction as part of proud UD trucks member



KENZO

South Africa

KENZO

- **Team Profile**

Nathan Taute – Master Technician
 Joshua Jansen – Master Technician
 Frederick Engelbrecht – Master Technician
 Alicia Elizabeth Newman - Warranty Administrator

- **Gemba Challenge Experience**

This is our second time competing in the global Gemba Challenge, bringing refined skills and even more determination to the competition.

- **Working with UD Trucks**

Nathan has been a Master Technician for 15 years, showcasing exceptional expertise and leadership in the team.
 Frederick, with 3 years as a Master Technician, adds solid experience and technical know-how.
 Joshua has just reached Master Technician status, contributing fresh energy and perspective.
 Alicia with over 15 years' experience in the commercial industry handles warranty processes with precision, ensuring smooth service and customer satisfaction

- **What they get out of being part of GEMBA**

- The Kenzo team takes great pride in their mastery, teamwork and the opportunity to test their skills in the real-world logistics scenarios. They thrive on pushing the boundaries of technical excellence and working together to support the global transport industry through innovation and problem-solving.



UD11

Australia



UD11

- **Team Profile**

Sam Morris -Technician (Team Leader)
Nik Glavota -Technician
Neil Aramil - Technician
Chris Gunning– Parts

- **Gemba Challenge Experience**

This is our first time participating in the GEMBA Challenge as a team, and our team spirit and commitment have helped us reach the finals

- **Working with UD Trucks**

The team, led by Sam with 12 years of experience, includes Nick with 24 years, Chris with 5 years, and Neil with 2 years at the TCWA dealership. Sam began his career in New Zealand, while Neil started his in the Philippines

- **What they get out of being part of GEMBA**

GC training-focused competition has enhanced our knowledge and given us the opportunity to test ourselves against the best in the industry. Ultimately, it enables us to serve customers more effectively and contribute to their success

