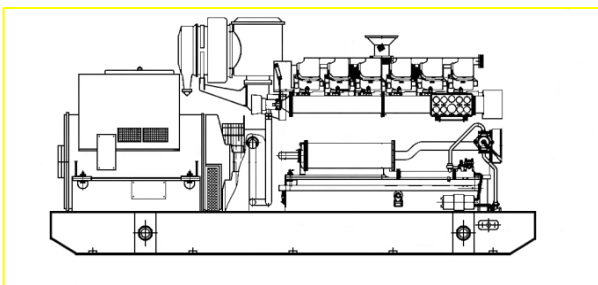




**TRADEVISION LTD.**

technology for health & power

*Service Profile*



**TRADEVISION LIMITED**

House No.: B-141, Road No.: 22, New DOHS  
Mohakhali, Dhaka-1206, Bangladesh

## *Service Profile*

### **INTRODUCTION:**

Tradevision Limited is committed to fulfill its customer demand through service and took necessary practical steps towards the commitment. An independent workshop with all latest measuring and testing tools is on process to set-up. Factory training in abroad offered to the relevant engineers to ensure highest quality professional service. Response oriented, intelligent and dynamic service policy of Tradevision Limited helps the company to achieve the ultimate goal. As a result Tradevision stands out in crowds, taking the ambitious challenging target to become “Number One” as a service provider among the national (local) companies. Our service range consists of more than thousand customer locations around the country and is rapidly increasing.

TVL is developing customized software to keep record of all it's Install bases, monitor service, spares changes, periodical maintenance, minor overhauling and major overhauling. This software will also monitor service lead times against each on (service call) call from it's customers as well as engine down times.



*Service Profile***TECHNICAL PERSONNEL AVAILABLE: LIST OF ENGINEERS**

1.

---

Name	:	<b>ENGR. GAUTAM KUMAR DAS</b>
Qualification	:	B.Sc. Engg. Electrical & Electronics Engineering
Service Experience	:	About 21 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical Service Training from U.K in the year of 1998 Technical Service Training from Sweden in the year of 1998 Technical Service Training from U.K in the year of 1998 Technical Service Training from India in the year of 2000 Technical Service Training from Germany in the year of 2001 Technical Service Training from Australia, Switzerland in the year of 2004 Technical service training from Italy in the year of 2006 & 2009 Technical service training from USA in the year of 2007 & 2010

---

2.

---

Name	:	<b>ENGR. MONJUR MORSHED</b>
Qualification	:	B.Sc. in Electrical & Electronic Engineering, BUET
Service Experience	:	About 9 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Trained from DB Power Electronics (P) Ltd. of India on Industrial UPS

---

3.

---

Name	:	<b>ENGR. MD. MAHMUD AMIN</b>
Qualification	:	Diploma in Engineering (Mechanical)
Service Experience	:	About 16 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Service Training in China, Installation and commissioning of Gas Generator, Manufacturer Jinan Diesel Engine Co. Ltd. China in the year of 2004 Deutz Asia Pacific (Singapore) Training in 2006 Service Training on Newage Stamford Alternator from India Technical service training from China in the year of 2004 & 2012

---

4.

---

Name	:	<b>ENGR. MOHAMMAD AMRAN HOSSAIN</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronic )
Service Experience	:	About 15 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from India in the year of 2006 & 2011 Technical service training from USA in the year of 2007. Technical service training from Germany in the year of 2010 Technical service training from China in the year of 2013 Technical service training from USA in the year of 2015

---



*Service Profile*

5.

---

Name	:	<b>ENGR. MD. ARIF IFTEKHER</b>
Qualification	:	M.Sc. (Applied Physics and Electronics)
Service Experience	:	About 12 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from USA in the year of 2007 Technical service training from USA in the year of 2016

---

6.

---

Name	:	<b>ENGR. MD. NAWAB ALI</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronic )
Service Experience	:	About 12 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from India in the year of 2012 Technical service training from Singapore in the year of 2013

---

7.

---

Name	:	<b>ENGR. MD ARAFAT HOSSAIN SARKAR</b>
Qualification	:	B. Sc Engg. (Computer science & Eng.)
Service Experience	:	About 9 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from Switzerland in the year of 2013

---

8.

---

Name	:	<b>ENGR. MD. SAFIQU L ISLAM</b>
Qualification	:	B.Sc. Engg. (Electrical & Telecommunication),MBA
Service Experience	:	About 12 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from Switzerland in the year of 2013 Technical service training from India in the year of 2013 Technical service training from Germany in the year of 2016

---

9.

---

Name	:	<b>ENGR. SATYA RANJAN SAHA</b>
Qualification	:	B.Sc. Engr. (Electrical & Electronic )
Service Experience	:	About 14 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from China in the year of 2011 Technical service training from India in the year of 2011

---

10.

---

Name	:	<b>ENGR. MIR SAJEDUR RAHMAN</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronic )
Service Experience	:	About 7 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from India in the year of 2010 Technical service training from Singapore in the year of 2013

---



*Service Profile***11.**

---

Name	:	<b>ENGR. NAZMUL ISLAM KANCHAN</b>
Qualification	:	Diploma in Electro medical Engineering
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from China in the year of 2016

---

**12.**

---

Name	:	<b>ENGR. MD. ABUL KALAM AZAD</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronics )
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from China in the year of 2016

---

**13.**

---

Name	:	<b>ENGR. MD. SAIFUL HASAN</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronics )
Service Experience	:	About 4 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

**14.**

---

Name	:	<b>ENGR. MD SERAJUL ISLAM (BABLU)</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronics )
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from India in the year of 2013 & 2014

---

**15.**

---

Name	:	<b>ENGR. MD. YAR HOSSAIN</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronics )
Service Experience	:	About 8 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

**16.**

---

Name	:	<b>ENGR. GOLAM KIBRIA</b>
Qualification	:	Diploma in ( Power )
Service Experience	:	About 6 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---



*Service Profile*

17.

---

Name	:	<b>ENGR. SHAK FARID</b>
Qualification	:	Diploma in ( Power )
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

18.

---

Name	:	<b>ENGR. ALI SAZZAD</b>
Qualification	:	Bsc in Electrical & Electronics Engineering.
Service Experience	:	About 2 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

19.

---

Name	:	<b>ENGR. MD RASHED HOSSAIN</b>
Qualification	:	B.Sc. Engg. (Electrical & Electronics )
Service Experience	:	About 6 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

20.

---

Name	:	<b>ENGR. SYAD SAIFUDDIN</b>
Qualification	:	Diploma in Electronics
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

21.

---

Name	:	<b>MD. ABDUL AHAD</b>
Qualification	:	Diploma in Electrical Engineering
Service Experience	:	About 8 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

22.

---

Name	:	<b>MITHUN CHANDRA MOHONTA</b>
Qualification	:	Diploma in Civil Engineering
Service Experience	:	About 8 years
Local Training	:	Several Local Training by the Manufacturer's Trainers
Overseas Training	:	Technical service training from India in the year of 2014

---



*Service Profile***LIST OF SKILLED TECHNICIANS**

23.

---

Name	:	<b>HASAM DHALI</b>
Qualification	:	Trade course pass
Service Experience	:	About 18 years of Medical Gas Pipeline and relevant equipments of Hospital.
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

24.

---

Name	:	<b>MD. ZAKIR HOSSAIN</b>
Qualification	:	Trade course pass
Service Experience	:	About 15 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

25.

---

Name	:	<b>MD. RUSHEL HOSSAIN</b>
Qualification	:	Trade course pass
Service Experience	:	About 7 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

26.

---

Name	:	<b>MD TARIQUL ISLAM</b>
Qualification	:	Trade course pass
Service Experience	:	About 2 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

27.

---

Name	:	<b>DULAL HAWLADER</b>
Qualification	:	Trade course pass
Service Experience	:	About 2 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

28

---

Name	:	<b>KHALILUR RAHMAN</b>
Qualification	:	Trade course pass
Service Experience	:	About 2 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---



*Service Profile*

29.

---

Name	:	<b>BULBUL HOSSAIN</b>
Qualification	:	Trade course pass
Service Experience	:	About 2 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

30.

---

Name	:	<b>MAMUNUR RASHID</b>
Qualification	:	Trade course pass
Service Experience	:	About 17 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

31.

---

Name	:	<b>GIAS UDDIN</b>
Qualification	:	Trade course pass
Service Experience	:	About 5 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

32.

---

Name	:	<b>ABDUL KUDDUS</b>
Qualification	:	Trade course pass
Service Experience	:	About 15 years
Local Training	:	Several Local Training by the Manufacturer's Trainers

---

**TEMPORARY TECHNICIANS:**

ANOTHER 5 – 10 TECHNICIANS COULD BE INCLUDED SUBJECT TO SERVICE WORKLOAD





## *Service Profile*

### **SERVICE POLICY:**

We adopt following system to ensure proper customer service: -

#### **a. Free routine maintenance (part of PPM)**

Our Engineers are used to visit all customers' site once in every month within the city area without any charges within warranty period. This is a friendly visit to perform minor preventive maintenance and to discuss the operational and functional problems. We cover whole country similarly in every three months i.e quarterly.

#### **b. Monitoring**

In every month we are used to send "postal pre-paid service cards"/EMAIL/SMS /OVER TELEPHONE/PHYSICAL VISIT to every customer around the country, asking some service and performance related questions against our supplied equipment /generating sets.

#### **c. On calls / Emergency service**

We maintain a register book to record on calls or emergency calls on service. As soon as we find any problem we are used to attend the job within 2-8 hrs within Dhaka and within 36 hrs out site Dhaka.

#### **d. Warranty, Contractual & Post Warranty service**

We maintain individual register book to support above-mentioned services. We offer priority response to these category customers and try to maintain spare parts stock as much as possible against these category machines. We also offer routine & preventive maintenance for these customers.

#### **e. Spares support**

1. Professional installation & service support
2. Technical news on recent up-gradation

#### **f. Coordination with company management and activity analysis**

1. Management evaluates performance of service dept and engine down time by collecting –
2. Morning tea discussion reports
3. Postal Pre-paid Service Cards)/EMAIL/SMS that receives from the customers
4. On call / Emergency call register
5. Warranty, Contractual and post warranty register

#### **g. Management takes initiative to include Service Dept in the below listed meetings for monitoring analysis –**

1. 24 Term meetings (15 days = 1 Term) in a calendar year on performance evaluation and monitoring
2. Quarterly meeting on total evaluation and service monitoring.
3. Strategic changes are brought into account during these meetings.

### **Service tools & Spares:**



## *Service Profile*

1. Complete tool kits for gas driven equipment
2. Complete tool kits for electrical service
3. Complete tool kits for servicing electronic component/ boards etc.
4. Complete tool kits for optical instruments
5. Service manuals, diagrams, installation guidelines, quick service references etc.
6. Fast moving spares and emergency spares for all our supplied equipment.

**Store:** We have facilities to store the first & slow moving spare parts for all of our supplied equipments.

**Service Center:** One at Dhaka and one at Chittagong well equipped with necessary tools, manuals, drawings, computer systems, service instruments-operated by trained service engineers.

**Workshops:** We do have a major workshop facility excluding our own at Dhaka and Chittagong.

### **Manufacturer training:**

1. **OVERSEAS TRAININGS:** Our service engineers are trained from different manufacturers of USA, UK, China, Sweden, Switzerland, India, Germany, Australia, Singapore, Malaysia The manufacturer arranged these highly professional, well equipped and skilled training in their factory/ Training center.
2. **LOCAL TRAININGS:** Manufacturers also send their Trainers/ Experts every year (once or twice) to Bangladesh for training and up gradation of our sales and service team on their products. This practice is very much regular with a keen objective from the part of Manufacturer to keep the whole team well concerned on all their recent updates and capable to provide satisfied customer support.

### **CONCLUSION:**

We believe service will initiate passive sales, so we emphasis on service. In the beginning we explain our mission to be “NUMBER ONE” among the local service providing companies and looking for the cooperation of all concern to fulfill our mission. Our company philosophy is to be the partner of the buyer rather to be a seller only.

