

Rover Car and Land-Rover Service Newsletter Vol. 3 No. 7A



The Rover Company Limited Service Department: Solihull, Warwickshire, England

By Appointment to
Her Majesty
Queen Elizabeth II



Manufacturers
of Motor Cars and
Land-Rovers

Item 1 SUBJECT:

SERVICE REPRESENTATION IN THE UNITED KINGDOM (Policy Item)

From the 1st September, 1969 significant changes in Service representation take place.

The United Kingdom has been divided into Zones which closely approximate to those of the Sales Department. This has the advantage of reducing the territory coverage for each Service Representative and also enables closer liaison to be maintained between the Representatives of the two Departments.

At the same time that the Zone re-arrangements become effective it has also been decided to discontinue the specialised Fleet Operator service representation and to place the responsibility for this function upon the Zone Representatives. This has been done to improve efficiency by enabling the maximum number of calls to be made in one area with the minimum lost travelling time, and to improve technical service and parts co-ordination between Rover franchise holders and important Fleet Operators based or working in their areas.

The map shows the rearranged Service Division Zones. Until further notice, the Representative for each Zone will be as follows:

- Zone 1: Mr. J. L. Harris
- Zone 2: Mr. J. Collins
- Zone 3: Mr. G. T. Buncle
- Zone 4: Mr. J. R. B. Waight
- Zone 5: Mr. L. H. Goodwin
- Zone 6: Mr. R. E. Scott
- Zone 7: Mr. B. W. Turner

Special Note: Zone 7

Mr. B. W. Turner will be responsible for Distributor/Dealer liaison, co-ordinating this function with the specially appointed Henlys Representative, Mr. C. Thurgood, and also special liaison between Rover Service Departments in Solihull and London. In addition to responsibility for Zone 5, Mr. L. H. Goodwin will be responsible for Service representation with the Fleet Operators in Zone 7, as indicated by the broken line dividing Zones 5 and 7.

Zone 4

Mr. J. R. B. Waight will be responsible for representation with both Franchise Holders and Fleet Operators in this Zone, with the exception of the territory surrounding Coventry and Birmingham, in which Fleet Operators will be the responsibility of Mr. S. H. Falconer. The territory is defined by the broken line sub-dividing Zone 4 on the map.

Mr. S. H. Falconer, who was previously responsible for Fleet Operator service representation in the North of England, has been promoted to the position of Fleet Service Supervisor, and has overall co-ordinating responsibility with the Territory Representatives for the whole of the United Kingdom.

ZONES - FIELD SERVICE
 REPRESENTATIVES
 SEPTEMBER 1969

