



BUSINESS PROFILE



VOYAGER MARINE SERVICES T/A ***VOYAGER AUTO REPAIRS***

Reg No : 2015 / 386540 / 07

Contact Numbers : 061 539 4920 / 071 337 8209
Address : 33 Tanner Road, Empangeni Rail 3880



EXECUTIVE SUMMARY

VOYAGER AUTO REPAIRS was registered in 2015 with a Registration Number 2015 / 386540 / 07. VOYAGER AUTO REPAIRS is a versatile company. Work is carried out in Empangeni, Richards Bay and surrounding areas. The company head office is based in Empangeni.

We have resources and expertise to meet all our customers' requirements. Our philosophy is to build long-term strategic relationships and share in the objectives and strategy of our clients.

Our mission is to provide our clients with the most professional solution in order to optimize their goals. Our ultimate desire is to share your business. We continuously strive to take the lead in meeting the changing demands of the market. VOYAGER AUTO REPAIRS have gained a competitive advantage by focusing on the core business services and by employing professional human resources to insure increase in productivity, labour stability and discipline towards our services.

The company is engaged in service and repairs of all types of motor vehicles, including other services related to a mechanical workshop.



SERVICE PRODUCTS

VOYAGER AUTO REPAIRS offers :

- Service and Repairs of Vehicles (All Makes & Models)
- Shocks and Brakes
- CV Joints
- Exhaust Repairs
- Engine Rebuilds
- Clutch Repairs
- Suspension
- Alternator Repairs
- Starter Repairs
- Gearbox Exchange

COMPANY PHILOSOPHY

This company achieves cohesion and superior results through common purpose and shared values working in a spirit of partnership with our clients.

- a) We have a passion for quality, excellence and value.
- b) We behave with honesty and integrity while building high levels of knowledge.
- c) We are committed to a service ethic and show respect for one another.
- d) We take pride in doing our jobs well and show sensitivity towards our clients.



OUR VISION

To become a world-class service provider that will match the international standards yet retains its African identity and content, and provide job opportunities of different trades and to build the company into a leading empowerment, in line with the national's strategy to develop the economy our country.

Building trust, understandings and having recognition of all individual contribution.

We respect our customers with their priorities and we shall act in supportive and proactive manner to overcome conflict of interest and expect our customers to treat our employees with respect.

We will ensure that the services and products are provided economically and efficiently in order to give our clients a value for their money.

We endeavor at all times to provide a comprehensive service to our clients. We strive to complete projects and within budget. We promote strict adherence to quality, health and safety standards and we adhere to labour equity and encourage harmonious personnel relationships in order to promote team work among staff

MISSION

- To be leaders in providing the highest quality service at all times, thus strengthening the economic competitiveness of the KwaZulu–Natal province.
- To strive towards high cost efficient services offered and to grow the business through quality and proper business management.
- To create employment to those who are unemployed.



COMPANY OBJECTIVES

- a) We take a strategic and long-term view of business partnerships.
- b) Cultivate relationships with our people and our clients that reflect our values and standards.
- c) Maintain mutual trust and transparency by our commitment to integrity in our relationships with our clients, people, suppliers and competitors.
- d) Commit to providing measurable service delivery to our clients in their specific business environment in an ever changing and fluctuating commercial environment.
- e) Achieve profitability, create employment and maintain growth and development.
- f) To provide excellent services at all times and will be comprised of service, quality delivery.
- g) To foster relationship to respect, mutual trust, accountability, team work and equal opportunity with employees and customers.

VALUES

VOYAGER AUTO REPAIRS has strong values in the following in people, Integrity, professionalism, being positive, teamwork, profitability, continuous improvement and quality management.



SOCIAL RESPONSIBILITY

VOYAGER AUTO REPAIRS recognize the concept of job creation, hence as part of our social responsibility, preferences are given to local communities to be involved in local projects.

Reaching to the surrounding communities will always be in our hearts through the continuous search for better opportunities that will enhance the growth of our business and in turn increase the likelihood of local communities to be involved in our business.

COMPANY ETHICS

To prosper and achieve real growth, we must actively manage and build our portfolio of quality assets and services while continuing to strive to higher levels of performance. We will be an organisation in which every individual accepts responsibility, and is rewarded for results by earning the trust of employees, clients, suppliers and the community.

- Safety and the environment
- Integrity
- High performance
- Win - Win relationship
- Respect for each other
- Honesty
- Excellence
- Teamwork



SAFETY POLICIES

We at VOYAGER AUTO REPAIRS aim to be the largest Auto Repairs Specialists firm locally and internationally, we acknowledge that we have the responsibility to manage the impact of operations upon the natural work and the social environmental, appropriate to the nature, scale and environmental impacts of all activities, products and services.

Our objective is also continuous improvement to ensure timely preventative and corrective action, accepting ownership of the problem and maintaining a safe work place in our premises and our clients premises.

We will comply with South African Environmental, Occupational Health and Safety Legislations as well as other relevant legislations subscribed to. We regard these as minimum standards to be achieved. Due to the nature of our business and our concern for our employees and clients, safety is of paramount importance to us. As a result:

- ✚ Our employees will be equipped with approved PPE.
- ✚ Where necessary we will perform potential hazards identification prior to commencing any task.
- ✚ We will have procedures in place to evaluate both existing and new operations.
- ✚ We will have further safety systems related to training, medical care, healthy work practices.
- ✚ At all times, we will strive towards eliminating hazards.
- ✚ Where necessary our staff members will attend trainings.
- ✚ In order to ensure that our client's safety regulations are followed to the letter we will make certain that our employees are given regular updates and training on your own safety policies.

A 4x4 grid of 16 images showing various automotive parts and a car. The parts include a water pump, a brake master cylinder, a turbocharger, a fan, a steering rack, a car with its hood open, a suspension arm, a car engine, a car body, a car chassis, a car engine, a car body, and a car chassis.