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the malay mail

estd 1896

Workshop with a difference

by WAN SAKINAH A. SABURI

EVER wished your mechanic could tell you exactly how long your car will be in the workshop?

At Fasfik, when the mechanic says your car will be ready at a certain time, you can be assured it will be.

That was the promise made by its chief executive officer, Armin Baniaz Pahamin. If they don't, they will waive the cost of labour.

Armin, 33, a stickler for time, stressed the three ingredients that make his outlet different from the rest: time frame, low prices and skilled labour.

"We are able to do this as our mechanics are trained to work within a stipulated time for all jobs to reduce the waiting time," said Armin.

Fasfik's skilled labour force are from Pusat Latihan Giat Mara.

Armin said Giat Mara had been churning out skilled labour and they were the ones handling care repairs and regular scheduled maintenance.

Customers can monitor their progress from a room via a plasma TV.

"At Fasfik, customers will know when their cars will be attended to and how long it would take for repairs to be completed," said Armin.

"Customers will be able to view their cars via a 42" plasma TV, located at the entrance of every outlet."

Armin said a customer will be presented with an itemised quotation before work starts.

Once the customer agrees to the quotation, the customer's car details will be prominently displayed on the plasma TV.

Fasfik customers will also be able to request for quotations and pay online before entering an outlet.

Fasfik (M) Sdn Bhd is owned by Armin's dad and AirAsia chairman, Datuk Pahamin Rajab.

And if you are worried that you may not find an outlet near you, Armin assured that there will be 100 Fasfik outlets by year-end.

"We want to be the largest chain of independent automotive service outlets in Malaysia and globally," said Armin.

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The pioneer outlet is operating in Kota Damansara and Armin is looking for locations for the other outlets.

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