

TOYOTA

TOYOTA MATERIAL HANDLING UK

Toyota - The History

The Toyota Group is one of the largest and most respected corporations in the world. From a local spinning and weaving company, Toyota gradually developed into a world player comprised of 13 business units.

In 1918, founding father Sakichi Toyoda formed the Toyoda Spinning and Weaving Company. His automatic power loom revolutionized the Japanese textile industry. A few years later, his son Kiichiro Toyoda invested in the automotive sector and founded the Toyota Motor Corporation. Many other major technical and business achievements followed over the succeeding decades forming the Group now encompassing 13 business areas. Renowned names include Denso, Toyota Tsusho, and Aichi Steel.

The Group employs over 500,000 people worldwide. Every individual contributes to safeguard the enormous legacy of experience and character that make up the diverse activities of the modern Toyota Group.



TOYOTA MATERIAL HANDLING UK

Toyota – The Key Dates

Since its creation as a spinning and weaving company, the history of Toyota has been marked by numerous decisive innovations and developments. These have turned TICO into the world number one in material handling.

1918 : Sakichi Toyoda founds the Toyoda Spinning and Weaving Company.

1937 : The Toyota Motor Corporation (TMC) is founded.

1930 - 1940 : Kiichiro Toyoda implements the Toyota Production System (TPS).

1956 : Toyota enters the industrial vehicles market with its first engine-powered forklift truck.

1958 : Forklift exports from Japan begin.

1965 : First Toyota forklift truck sold in Europe.

1967 : The company expands its product range with its first electric forklift.

1970 : The dedicated Japanese Takahama plant begins truck production.

1971 : 100,000 forklift units sold worldwide.

1985 : 500,000 forklift units sold worldwide.

1986 : Toyota receives the Deming Prize, Japan's most prestigious quality control award.

1987 : Toyota Industrial Equipment starts European production in Ancenis, France.

1995 : 1,000,000 forklift units sold worldwide.

1996 : Inauguration of the Toyota Industrial Equipment S.A. (TIESA) plant in Ancenis, France.

1997 : TIESA is awarded the ISO 9001 certification for quality management.

1998 : Toyota launches its exclusive System of Active Stability (SAS) for use in forklifts worldwide.

2000 : 1,200,000 forklift units sold worldwide. BT Industries joins Toyota family.

2001 : TIESA receives ISO 14001 certification for class-leading environmental management.

2003 : The German Fördermittel Journal names TICO the world leader in material handling, a position it continues to hold today.

2005 : Toyota Industrial Equipment in Europe counts 350 dealers in 27 countries.



2007 : Toyota Industrial Equipment UK combines with BT Rolatruc Ltd to create a new entity:
Toyota Material Handling UK Ltd.

TOYOTA

TOYOTA MATERIAL HANDLING UK

Toyota Material Handling - A Brief Overview

Toyota Material Handling is the global leader in material handling. Specialising in flexible warehouse equipment and counterbalanced trucks, Toyota offers solutions for four key areas in materials handling. When goods come in or leave; when they're stored; when they need to be move between stages in the system and when they are prepared for orders. Toyota Material Handling UK combines the strengths of the highly successful Toyota and BT organisations, leaving it ideally placed to deliver the very highest levels of customer service through a coordinated, efficient and solutions-driven approach.



The operation offers both Toyota and BT products to customers direct from Toyota Material Handling UK and serves customers by offering a full range and quality of products and services available as well as being a highly effective operation.

Where our products come from



Columbus, **USA**



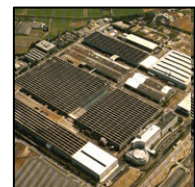
Nante, **France**



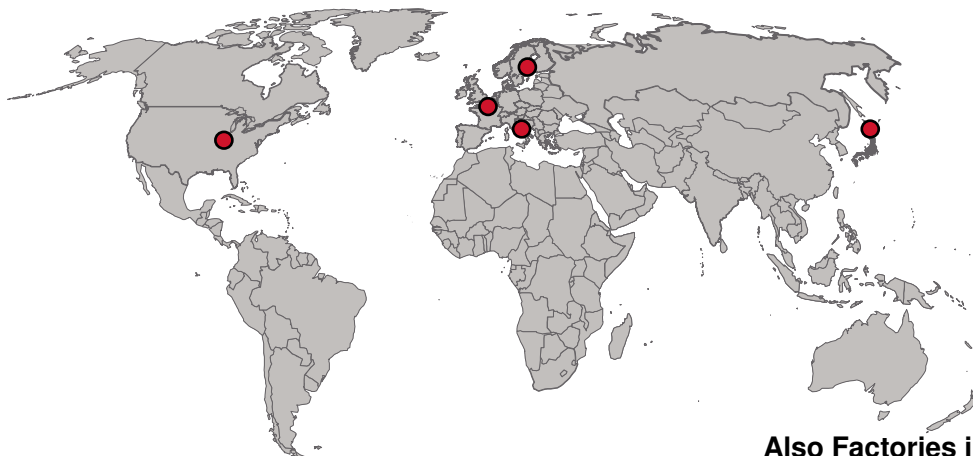
Bologna,



Mjölby, **Sweden**



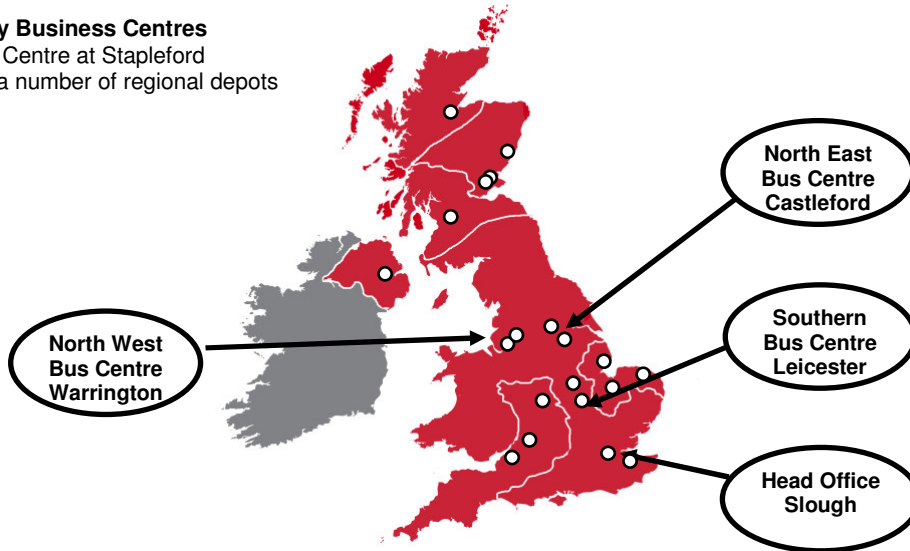
Takahama, **Japan**



Also Factories in Canada and China

Key Locations & Functions

4 Key Business Centres
Fleet Centre at Stapleford
Plus a number of regional depots



Toyota Material Handling – Global Mission Statement

“To build trust and confidence with customers by delivering outstanding quality products and services which add real value to their business.”

“To respect the expectations and ambitions of employees, stakeholders and suppliers through a never ending search to improve.”

“To be the first choice partner for all customers looking for materials handling solutions and to be widely recognised for our innovative products and services as well as our respect for society.”

“To build trust and confidence with customers by delivering outstanding quality products and services which add real value to their business.”

We pride ourselves on our second to none after sales service. Our promise is to provide a local service from a global power – when something is important to our customers, it’s important to us that we do it better than anyone else

The Field Service Team



Each of our service vans is fully equipped to deal with your needs the first time they call. Not only do they carry full service kits, they can also access the latest parts and service information online, wherever they are. Our goal is to have all parts delivered overnight to our vans – just another way we guarantee the quickest response times.

The customer comes first. Always.

The founder of TOYOTA, Sakichi Toyoda gave us a simple philosophy – the customer always comes first. This approach has put our company at the very top of the world's manufacturers and enabled us to provide the very best support to our customers.

And that means:

- ✓ Great coverage
- ✓ Dedicated service
- ✓ Durable spare parts with high availability
- ✓ Expert engineers under continuous training
- ✓ Contracts adapted to the customers specific needs

So wherever the customer is within our vast network, they’ll get the best quality service.

“To respect the expectations and ambitions of employees, stakeholders and suppliers through a never ending search to improve.”

Toyota & ‘The Toyota Way’ The Toyota Way is based on the Guiding Principles at Toyota. Its five core values express the beliefs and values shared by the Toyota Group. All Toyota team members, at every level, are expected to use these values in their daily work with others



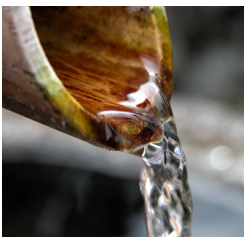
Challenge

To maintain long-term vision and meet all challenges with the courage and creativity needed to realise this vision



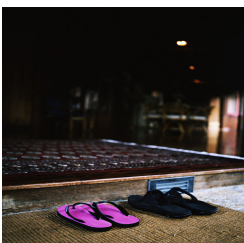
Kaizen

“Continuous improvement. As no process can ever be declared perfect, there is always room for improvement.”



Genchi Genbutsu

“Going to the source to find the facts to make correct decisions, build consensus and achieve goals.”



Respect

Toyota respects others, makes every effort to understand others, accepts responsibility and does its best to build mutual trust.



Teamwork

Toyota stimulates personal and professional growth, shares opportunities for development and maximises individual and team performance.

“To be the first choice partner for all customers looking for materials handling solutions and to be widely recognised for our innovative products and services as well as our respect for society.”

Toyota & The Environment

Our corporate social responsibility is apparent in our sustained concern for the environment in which Toyota also leads the way.

The Earth Charter

Ensuring a sound environment for future generations forms an integral part of our corporate duty. Toyota promotes long-term efforts to meet the challenges of reducing global warming and pollution. These initiatives contain waste-free production processes and end-of-life recycling. Equally important is the fact that we have combined these with a far-reaching programme of social commitment.

Greener development

Toyota's quest for growth in harmony with the environment is clearly demonstrated by our commitment to the creation of a recycling-oriented society.

The recycling rate for our scrapped forklift trucks has reached 99%! Besides manufacturing highly recyclable equipment, Toyota is also deeply involved in extending the life of its products. This benefits both the environment and our clients.

ISO 14001

Every one of our products and services excels in environmental protection and regeneration. Along with preventing pollution and other overt damage to the environment, we develop production systems that preserve resources by using materials and energy efficiently.

Toyota has been recognized in Europe for its efforts, following the ISO 14001 certification of its French and Swedish production plants. More than just a label, this certification environmental management



Toyota Culture

Toyota owes its lasting success to the talents of its people. Our team framework and culture foster the personal development of each employee.

Today, Toyota Industries Corporation employs more than 27,500 throughout its various sites. We welcome their individuality and their talents as well as their desire to be a part of the Toyota Family. We value each for the culture, experience, and beliefs they add. As a global company, we recognise our need for diversity. As part of Toyota, each person has the creative power to achieve their personal objectives as well as those of their working environment. It is in this sense that the Toyota Way advocates measures for enhancing personal development in a team framework and culture. We offer exciting professional challenges and comprehensive training programmes to all Toyota employees. Moreover, we strive to evaluate and reward each individual's performance fairly, thus contributing to ever greater motivation and shared success.

Toyota Training & Development

At Toyota we understand that a job is about challenging, satisfying and sometimes demanding work, and about being a member of an excellent team, with professional colleagues whom you can respect and learn from. You want to be trained well, to be given interesting things to do, and to develop through your work. We offer good employment packages, and generally the people who join us stay for a very long time.

We believe this level of staff retention is due to our excellent career development programmes. Many of our senior managers started with us at junior levels and have risen to the top through hard work, enthusiasm, and dedication. Our track record of recognising and developing potential within people is enviable.

Our training and support is, like our brand, "world class". Each new employee receives training; no matter the division that you may be joining within Toyota Material Handling UK your training is viewed as an investment in you.

Initial training is extremely important, within our view, being aware of the company history, its future goals and our high standards of health and safety complement our commitment to you as an employee