EVALUATION OF WORK PERFORMED AT THE SERVICE AREA

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Annotation

This article provides the development of methodological recommendations and the application of their results in production in order to improve in time during the operation and ensuring road safety of road transport

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Service maintenance of cars is the most common way to service them all over the world. Car service - a set of services performed to ensure the serviceability, reliability, safety, efficiency and appearance of cars.

To provide services in the service mode, it must have the following features:

- versatility, i.e. the possibility of using the service by the client at any enterprise;
- Ensuring the quality of services provided in accordance with the legislation of the state;
-constant stimulation of the growth of service culture and quality improvement due to the emergence of competition for customers among service enterprises;
- reliability of replaced parts and materials;
- the ability to attract customers with a simple use;

It is known that the warranty service of cars has the following regulations:

• the warranty period begins from the moment the vehicles are handed over to the owner;
• the warranty case is recognized as having taken place after establishing all the causes of the breakdown and determining the full scope of repair work;
• warranty repair is carried out only at service centers;
• a prerequisite for maintaining the warranty is regular maintenance at branded service centers using original spare parts and consumables, which is recorded in the service book;
• in disputable moments an examination is appointed, which establishes the reasons for the failure of the car;

• warranty obligations do not apply to tires, as well as to parts subject to natural wear and tear;

• the manufacturer allows a slight deviation of the parameters that does not affect the performance and safety of the car

In general, a car service consists of technical, commercial, service and other components. In this context, maintenance is understood as a set of works related to the adjustment, adjustment and repair of a car, its components, parts and assemblies, including:

car maintenance, repair;

- repair of knots, details, bodies, tires, accumulators, restoration of working capacity;
- car diagnostics based on orders;
- field technical assistance to cars on the streets, roads, storage areas;
- Re-equipment of cars with gas cylinders;
-preparation of cars for the state technical inspection;
- anti-corrosion treatment of cars;
- rehabilitation of damaged car bodies;
- temporary and permanent storage of vehicles;
- organization of self-service in a car service.

As a rule, for the main brands of cars sold in the territory of the Republic of Uzbekistan, the warranty period is determined based on what comes faster - the end of the warranty period or the warranty mileage. So, for example, for Honda, Ford, Nissan cars, the duration of the warranty period is determined based on what comes faster - 2 years or 100 thousand kilometers. However, there may be options without limiting the duration of the warranty period by mileage. For example, for Nexia-3, Lasseti cars, the warranty period is 2 years without mileage limitation.

A wide variety of warranty conditions are known. For example, there may be a differentiated warranty period, when the warranty periods are different for each group of car elements. So, for example, for KIA cars sold in Uzbekistan, the following guarantees are used:

- for the main number plates and other components of passenger cars, the warranty period from the date of delivery is 60 months or 120 thousand kilometers, whichever comes first;

- for specific components, assemblies and details of passenger cars, a warranty period is established equal to 36 months from the date of delivery of the car or 100,000 km of run, whichever comes first.

- specific parts of passenger cars are warranted for 12 months or 40,000 km, whichever comes first.

A generally accepted scheme of work is in which at each stage of technological operations (diagnostics, implementation of maintenance regulations, current repairs, etc.) there is an acceptance control, which consists in carrying out a number of control operations and is performed by the personnel of the service network enterprise. However, recently, in this scheme, inspection control, which is carried out by representatives of the manufacturer, has become increasingly important. The tasks of inspection control are - checking the quality of work performed and customer satisfaction with the services provided.

Separately, it is worth considering the issue of material and technical support of service network enterprises responsible for performing work on warranty service and repair of cars [5]. Regulates the procedures and establishes mandatory rules for the acquisition of warehouse facilities (for enterprises performing warranty repairs of GM cars) “Quality management system. Requirements for service network enterprises”[6]. The existing standard divides dealers into categories depending on the volume of cars sold annually. Depending on the category received, a service center is required to be equipped and a certain list of diagnostic tools, technological cargo is required. lifting equipment works. However, there is no scientifically based methodology for calculating the storage standards for spare parts, taking into account their cost and the required probability of meeting demand for spare parts. Changing the category (as a result of an increase in the volume of maintenance and repair services provided during the warranty period) does not

provide for a change in the volume of storage standards for spare parts, the presence in the warehouse of which is mandatory.

TO standards for GM vehicles

Table -1.1

Periodicity thousand km	tourist intensity, man-hours		
	Matiz	Damas	Nexia
10 000	3	3	3
20 000	4	4.5	4
30 000	3	3.2	3
40 000	4.5	4.7	4.5
50 000	3	3.2	3
60 000	4.5	4.7	4.5
70 000	3	3.2	3
80 000	4.5	4.7	4.5
90 000	4.5	4.7	4.5

The list of prescribed parts, assemblies and assemblies itself raises doubts. It is known that a number of positions are supplied to GM by several manufacturers of auto components at once, which differ quite seriously in price and quality. The presence in the warehouse during the warranty period of only spare parts recommended and certified by the car manufacturer obliges the heads of the service network enterprises to carefully work out the schemes for the supply of parts and buy them directly from the manufacturers. This significantly increases the delivery time - parts and increases the likelihood of a long downtime for repairs. Thus, we can conclude that ensuring the reliability of the warehouse when performing car maintenance during the warranty period is an important task that requires its own scientific and technical solution.

It is necessary to provide car service enterprises with high-precision diagnostic stands and technological equipment, constantly improve the skills of employees, that is, acquaint them with the experience of advanced countries, and, if necessary, send them to study abroad.

All of the above, first of all, will improve the quality of services, reduce the cost of services, increase the productivity of a car service company, thereby increasing the prestige and income of the car factory, and ultimately the development of the automotive industry.

Experiment Based on the conclusion of the research process, taking into account the labor activity in motor transport enterprises (ATK), collecting data on the age, type, capacity of the enterprise, operational service of cars and determining the main factors affecting it, developing scientific and practical recommendations and economic through experimental justification helps to achieve efficiency. In order to improve the professional skills of car technicians in service enterprises, general recommendations are given about measures to ensure the operational service of the company's vehicles, the tasks of the management system for technical control, improving the skills of employees in AS, modern technological equipment used in the control of the technical condition of cars. Also, recommendations on methods of evaluating the level of technical condition of vehicles in enterprise conditions were developed, and the obtained result was compared with the value $X2=16.919<X2=70.7$ according to the free step f=10-1=9 given in the table, and the factors influencing this operation process were theoretically calculated clearly expressed in the results. Also, it was determined that the cost of servicing cars will decrease by 15%, and the quality of service will increase by 20% if technological processes are carried out based on NIZOM. These indicators lead to an increase in the economic efficiency of the enterprise.

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