



THE MAIN PROBLEMS OF ORGANIZATION AND MANAGEMENT OF CAR MAINTENANCE AND REPAIR STATIONS IN THE FERGHANA REGION

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Abstract

The article discusses the main problems of organizing an enterprise for the maintenance and repair of vehicles and indicates the main work to improve the system of regulation of the system of maintenance and repair of vehicles.

Keywords: Maintenance, repair, repair departments, sales of vehicles, auto parts, auto components.

Introduction

First of all, it should be noted that enterprises providing services for the maintenance and repair of machines have existed in our country since the independence of the Republic of Uzbekistan, that is, more than 30 years [1-3]. Despite this, the formation of the industry is far from complete. Automotive maintenance and repair businesses continue to evolve and change. In particular, the Fergana region demonstrates one of the highest levels of development in the industry, which makes it interesting to consider [4-9].

If we recall the history and look back, then until the 90s, that is, before the independence of our Republic, the system of maintenance and repair of private cars was not sufficiently developed, and basic maintenance and repair work was carried out by the drivers themselves in the yards of residential buildings and private garages. It should also be noted that for the maintenance and repair of the vehicle fleet of state enterprises there were repair units in the enterprises themselves, as well as repair enterprises that carried out medium and major repairs of cars [10-17].

The Main Part

The number of service stations for private cars in the Fergana region at that time was about 10-20 units, at present, according to the Yandex and Google search



engines, there are more than 1,000 car service enterprises, more than 1,500 car washes and a large number of tire shops [18-24].

But based on the situation of small business development at the present time, it can be assumed that a huge number of enterprises are not reflected in search engines due to the fact that small private workshops appear in many old buildings, in the former state. Enterprises intended for demolition or reconstruction or built by the entrepreneurs themselves without any design documents [25-37].

Basically, such organizations do not have the necessary documents for conducting activities, and the period of their work in this room is due to the appearance of representatives of inspection bodies. It should also be noted the professionalism of the employees of these enterprises, often the staff is a self-taught master and “shogirt”s (students). Accordingly, in such conditions, it is not necessary to talk about the qualifications of workers and, as a result, the high quality of the work performed [38-44].

According to driver reviews, there are frequent cases of fraud associated with unreasonable replacement of serviceable parts, an increase in the cost of work or their failure to complete. The prices for the performance of work are not set by anyone and are not verified. The car park of the Fergana region has grown several dozen times and has also changed qualitatively [45-57]. At present, in addition to domestic car brands, there are numerous brands of foreign cars in the region, such as LADA, Volkswagen, Mercedes-Benz, Tesla, Hyundai, etc.

The variety of car brands creates the complexity of maintenance since the list of maintenance and repair work is very different from each other [53-61].

Over the past decade, there has also been an increase in the number of used cars, and the owners of such cars are people with a much lower level of income, and in order to save money, they are ready to use incompetent workshops, as a result, as we know, demand creates supply and the market for inappropriate workshops is expanding more and more [59-66].

In the context of a constant increase in the number of cars, the number of car maintenance and repair enterprises, and a qualitative change in the demand for maintenance, the main problems of organizing a new enterprise include:

- Lack of suitable premises. Suitable premises should be understood as buildings located in direct visibility from the road with heavy traffic flow, and the ability to connect to city communications.
- Lack of qualified workers. Educational institutions involved in the training of personnel are not financially secure, curricula are far behind the times, and there



is no connection between educational institutions and service enterprises. Salaries in private workshops do not satisfy graduates of colleges and technical schools, in exchange for specialists, the owners of the workshops attract the so-called shogirts (mostly underage children) who are ready to work for free or for very low pay.

- Lack of any control over the production, supply and sale of vehicles, auto parts and auto components for them.
- The practical impossibility of resolving the issues of compensation for damage caused both during the installation (replacement) of low-quality components, and as a result of the consequences of their negative impact on other parts, assemblies, assemblies and systems of vehicles during operation.
- Insufficient equipment and technical backwardness of the production and technical base.
- The lack of publicly available statistical information on the state of the service market in the city (district) and the degree of satisfaction of car owners with their quality, negatively affect the reliability of technological calculations when designing new service stations.

Conclusion

In general, we can conclude that the prospects for the development of the maintenance and repair industry are favourable, the main methods of development of the industry include:

- Location of workshops in the centres of cities and towns with convenient access by both personal and route transport;
- The presence of large shopping and entertainment centres and other cultural and leisure facilities near the workshops;
- Expansion of the range of offered works and services;
- Modern production and technical base of workshops - the presence of new equipment at the service enterprise in the eyes of the client makes it more attractive;
- Creation of all conveniences for visitors of the enterprise, the existence of the complex of client premises corresponding to all standards;
- Improving the quality of maintenance and repair work performed;
- Absence of queues, the performance of work in the shortest possible time;
- Extension of working hours on the busiest days;



- Changing the work schedule of the workshop depending on the size of the flow of customers at different times of the day;
- Organization of the "early morning service" service, when the client leaves the car early in the morning in a specially designated parking lot at the workshop and puts the keys, together with his phone number and a note describing the malfunction, in the mailbox, the service inspector evaluates the technical condition of the vehicle and calls up the owner to clarify the required list of works and services;
- Organization of short-term repair ("quick service") of cars without a prior appointment;
- Carrying out drive-tests of cars at the request of buyers;
- Availability of a complete list of spare parts and accessories for serviced car brands, the shortest delivery time from the dealer warehouse;
- Raising the level of qualification of production and service personnel by organizing seminars, internships, and training courses.

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