



DEKRA **Truck**
Aftersales
Excellence



DEKRA – TRUCK AFTERSALES EXCELLENCE

With aging fleets, growing customer downtime, increased repair and inspection times, combined with workshop and technician capacity issues, today's truck aftersales businesses face multiple challenges.

Profit, margin and customer satisfaction targets, as well as new potential growth opportunities, could be missed through inefficient diary and workshop loading, outmoded equipment and inefficient shift patterns.

This is where DEKRA can help you improve profit, customer service and satisfaction as well as "work smarter".

If you want to see significant increases in areas such as parts sales, customer service scores and workshop hours sold per technician, then our program can deliver. In fact, we are already successfully delivering significant improvements in all these areas.

Expertise in Truck Aftersales Excellence

DEKRA only uses TRUCK experts For TRUCK Businesses and has developed a proven methodology for:

- Understanding and working in YOUR business.
- Calculating lost service and parts opportunity and profits to be gained.
- Identifying, and delivering clear and realistic action plans.
- Improving upselling of identified issues at service or repair before vehicle return.
- Identifying process, technician, facility and tooling development needs.
- Improving invoicing, WIP (work in progress) and warranty claims to better cash flow.
- Creating a measurable and positive customer experience improving customer satisfaction and repeat business for sales and aftersales.



A Tailored Approach

DEKRA will ensure that YOUR standards and needs are applied to our aftersales excellence program.

Our success is MEASURABLE with:

- Our approach utilizes an engaging, flexible and multi-faceted approach that we call DEKRA Advanced Blended Coaching (or DEKRA ABC). This approach brings together both internal and external digital platforms, traditional field coaching, virtual online coaching, virtual training delivery and e-learning material where appropriate.
- A detailed analysis of aftersales is undertaken with recommendations for and calculation of potential improvement.
- Use of a 'bespoke to your dealer' Performance Manager system.
- Active creation and monitoring of performance improvement plans.
- Measured performance improvement and review.



OUR Approach to YOUR business to DELIVER MEASURABLE RESULTS

What the Project WILL Deliver

- In-depth analysis of the current practices and performance of your aftersales and parts business by TRUCK experts.
- Creation of reporting, gap analysis and action planning to develop areas of potential improvement.
- Employing our DERKA ABC methodology to provide virtual coaching, virtual training, e-learning and on site coaching.
- Ongoing review of improvement.
- Continued support and periodic check ups, face to face and remote.
- Consistent roll out of delivery to other sites in network or group.



Lost Time Calculation – Obtaining Parts

3 jobs per technician per day – 5 mins per job	= 15 minutes
5 days per week x 15 mins per day	= 75 minutes
45 working weeks x 75 minutes per week	= 56.25 hours
22 Technicians x 56.25 hours per year	= 1237.5 hours
1237.5 hours x €60 per hour	= €74,250
1237.5 x €50 parts sold per hour	= €61,875
Total	= €136,125

Example efficiency savings, parts sales increases and productivity gains over one year for a mid-sized truck service department.

What's in it for me? A sample of REAL RESULTS with clear measurable output

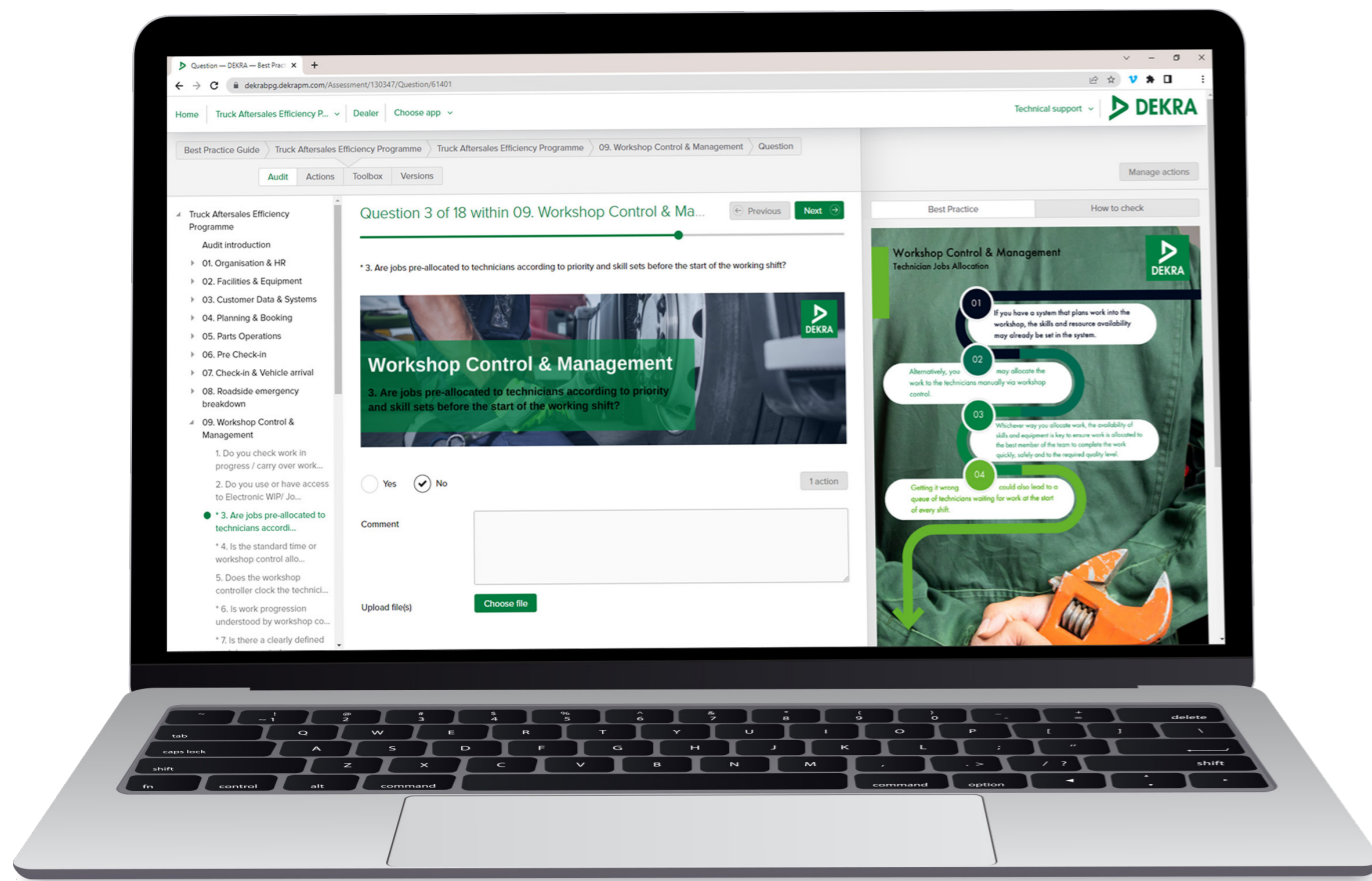
- Increased “workshop utilization” (hours attended vs hours booked) up by 10.2% - increased work through put and lower lead times for customers.
- Increased “parts per hour” by €8.77 per hour.
- Increased “workshop parts sales” by €19,387.77 per month.
- Changes to shift patterns saved €597.65 per shift and increased capacity – modernizing working patterns to best suit customer requirements.
- Updating workshop equipment saved 10 minutes per job, 375 hours per year, €21,515.40 of lost time – quicker vehicle turn around times.
- Implementing a robust invoicing process reduced WIP (work in progress) from 1566 hours & €113k parts to 307 hours & €31k – customer receiving their bills quicker and enhancing dealer cash flow.
- Focusing on identified but unsold work resulted in 75% of these customers authorizing work – at an average of 2 hours per vehicle – greater compliance, less chance of breakdown, avoiding large one off bills.



THE CUSTOMER JOURNEY APPROACH

Our approach is to provide a comprehensive review of every area of your aftersales operation. From your organizational structures through to your operational processes, our diagnostic is designed to identify and create a complete understanding of where opportunity lies for greater efficiencies.

To achieve this, we utilize our DPM platform which provides a diagnostic tool that covers all aspects of your aftersales business. This is designed to help identify the areas of improvement, but also provide independent support for the dealer through comprehensive best practice, how to checks and helpful tools that can be utilized.



Our processes focus on the customer journey

- Examine each step, process and technical intervention.
- Explore the works requested, identified and reported in service against completed and invoiced.
- Examine the quality and compliance.
- Examine the "right 1st time".
- Examine the paperwork job card to invoice or warranty claim.
- Examine the effect "WIP" work in progress is having on cash flow driven by invoices NOT paid and warranty NOT claimed on time, as well as those paid.

The Program Journey and Approach

We know that you may have specific regional and corporate truck aftersales identities that you will need to see reflected in the program.

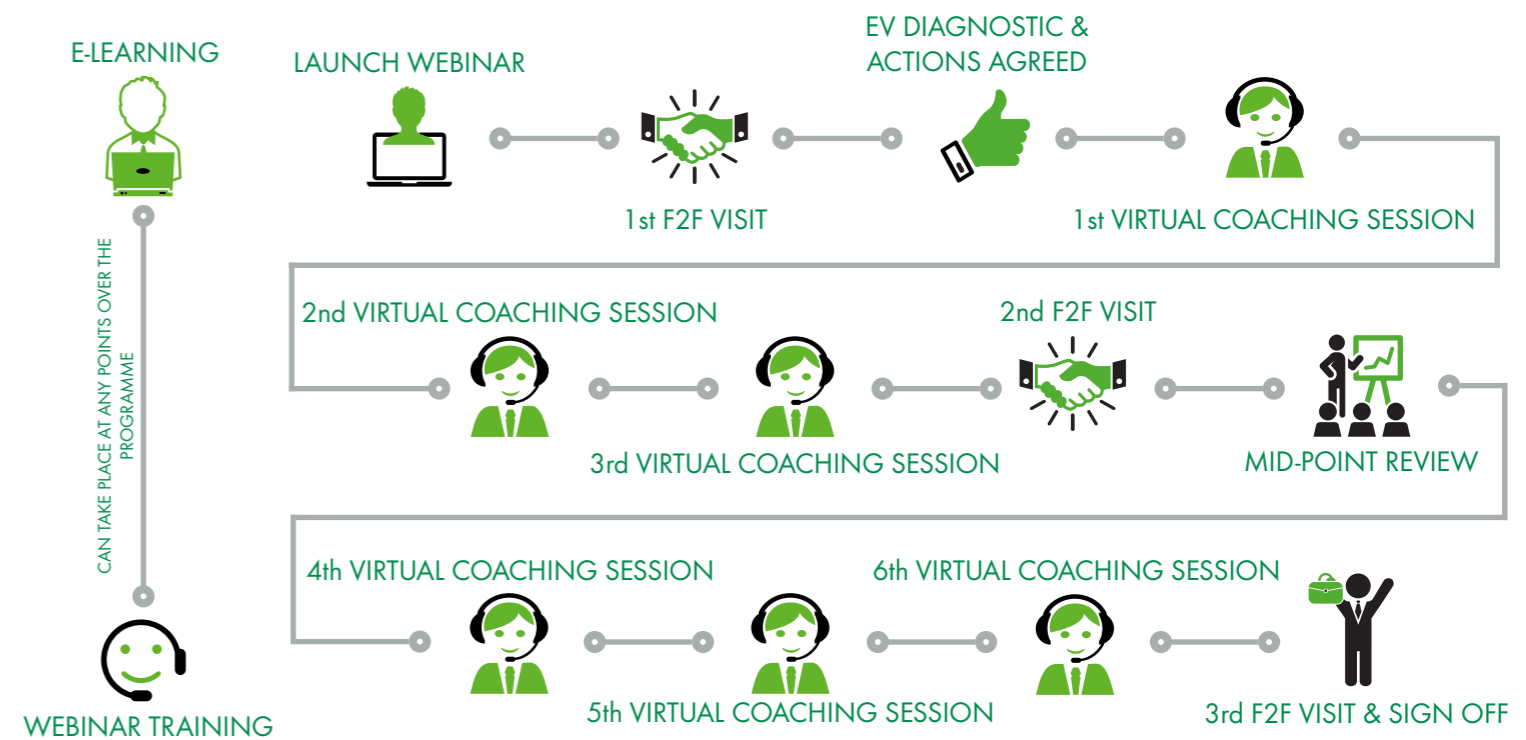
Our truck aftersales program can therefore be bespoke and badged to your specific client requirements.

Alternatively, we can choose to deploy the program with only minor adaptations and under the DEKRA banner.

Our approach employs all the elements of our DEKRA ABC methodology.



EXAMPLE DELIVERY ROLL OUT



Each element utilizes all the available tools at the coach's disposal. These include the diagnostic, action and reporting platform 'DPM', virtual meeting platforms, virtual truck aftersales training and e-learning on specific and targeted truck aftersales topics.

This means the coach can provide one to one coaching support for the management team, while also providing access to training support to help their dealer's teams in the areas that require improvement.

Although specific training pieces can be created where necessary, we have core truck aftersales training elements on topics that customer facing staff often require support with and which are ready to deploy.

Presenting findings and measuring improvement - a format to suit you

DEKRA prides itself on bespoke programs – tailored for YOUR business and needs.

We know that your truck and LCV businesses have specific regional and corporate identities that you will need to see reflected in the program. All our programs are designed to be adaptable to your specific requirements.

Our DPM tool is our reporting tool of choice, built to your KPI and reporting needs, although we can and do utilize client specific reporting tools where that is required.

A key benefit of our DPM tool is that it puts all your program's information in one place, with the diagnostic analysis, actions, reporting, visit activity, supporting documentation and results available and accessible to all relevant users.



HOW CONFIDENT ARE WE? LET OUR CLIENTS AND RESULTS SPEAK FOR THEMSELVES

// DEKRA's presentation was very professional //

// DEKRA identified simple changes that made BIG differences to our business //


// Low capital spend identified by DEKRA made us more efficient and profitable //


// We missed opportunities that DEKRA didn't //

// Involvement with the workshop, parts and sales staff was very thorough to gain knowledge of our business and operations //



Get in touch with us today.

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