

AKIA

PASSION FOR TECHNOLOGIES



OPTIMIZED AFTERSALES PERFORMANCE

FIT FOR E-MOBILITY

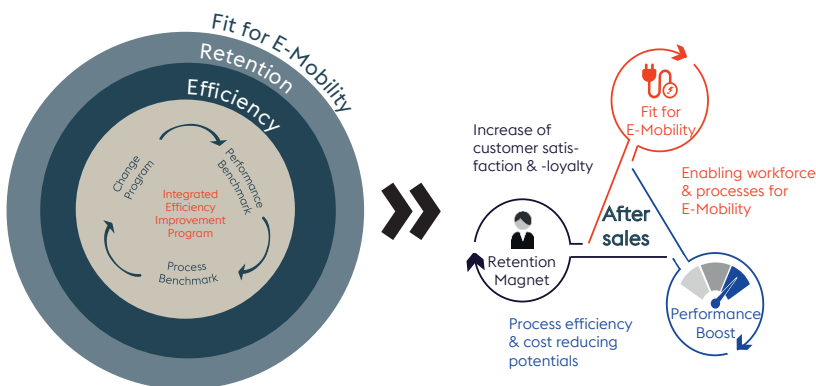
DRAMATICALLY INCREASING MARKET PRESSURE

Trends and drivers are dramatically undermining the automotive aftermarket: Increasing high-technical product complexity leading to higher investments, rising competition from OEMs and changing customer demands. Near future will bring an unpredicted set of opportunities and threats.

- Long-term decreasing revenue through electrification
- Increasing needs of investment regarding technical equipment and qualification of employees & employers
- Harder competition for workshops caused by consolidation and remote diagnosis through OEM
- Change of customer demands towards customer experience and additional mobility services

As of today, most of the workshops have neither robust processes and equipment nor experienced staff in order to compete.

AFTERSALES ADJUSTABLE PERFORMANCE WRENCH



OUR BENEFITS

We help our customers with experienced consultants & methods, instructive workshops and proven digital toolsets to maintain profitable aftersales business.

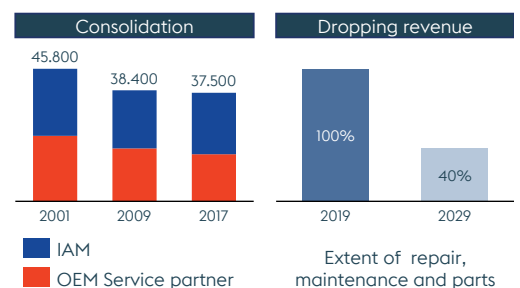
Delivering clear and measurable results to our clients is core of our DNA.

With our initiatives to increase aftersales management effectiveness, we help our clients to:

- Decrease process costs by Lean Management methods
- Enable workforce and capabilities through coaching and training

SAMPLE RESULTS OF PROJECTS

- > 20% decrease in service costs
- > 20% increase of customer satisfaction





INDEPENDENT SUCCESS BY LEAN PROCESS EFFICIENCY

Our Consulting service offers solutions around the following three main pillars of success in the automotive aftersales business



Boosting Performance

- Designing creditable aftersales processes
- Lean Service in direct functions
- Value stream analysis and optimizing interfaces in direct functions



Adapting: Fit for E-Mobility

- Training concepts for workforce as turnkey solution for E-Mobility specialists
- Capability assessments and process check for electrification



Improving your customer experience with retention magnet

- Based on documented service quality through defined KPIs, we boost the service performance and ensure an increasing customer retention rate

DRIVING COMPETITIVENESS IN AFTERSALES

Based on numerous projects, we have developed a framework of the key success factors for implementing aftersales planning and strategic and operative steering structures.

Optimisation programs follow a structured 3 phase approach

- Phase 1: Benchmark of standard Key Performance Indicators, such as efficiency / cost indicators, digital maturity index and classical customer satisfaction indices
- Phase 2: Process analysis and optimisation, utilising a proven questionnaire set and combined with highly interactive workshops
- Phase 3: Setting, implementing and ensuring standards through customized training and coaching, including the deployment of modern e-learning formats

INDEPENDENT SUCCESS BY LEAN PROCESS EFFICIENCY

					Lean process Matrix								Reviewed on:	31	01	2019
					Potential								Next review on:	31	01	2020
					Low								Updated on:	31	01	2019
					Medium											
					High											
					Full											
					Performance Boost											
					Processes											
					Lean methods								Key KPIs			
					1 2 3 4 5 6 7 8								1 2 3 4			
					Flowchart								Standards, process time			
					Leveling								Duration time, loss time			
					Express-Service								Interface			
					Visual Management								Efficiency			
					JIT-procurement of spare parts											
					5S and preventive maintenance											
					TQM: zero-error-principle											
					Shopfloor management, CIP											
Nr.	Process name	Function	Description	Status	Flowchart	Leveling	Express-Service	Visual Management	JIT-procurement of spare parts	5S and preventive maintenance	TQM: zero-error-principle	Shopfloor management, CIP	Standards, process time	Duration time, loss time	Interface	Efficiency
1	Vehicle reception	Customer engagement	Customer conversation, explanation, documents	Should Actual Planned	●	●	●	●	●	●	●	●	x		x	x
2	Express Service and repair	Service drop-off	Execution, guidance, punctuality	Should Actual Planned	●	●	●	●	●	●	●	●		x		
3	Spare parts store process / logistics	Logistics	Parts supply, storing, requirement	Should Actual Planned	●	●	●	●	●	●	●	●		x	x	

METHODS APPLIED

- Lean Management in workshops
- Audits of processes and IT systems
- Process analysis & re-design
- Benchmarking + KPI toolset
- System architecture mapping
- Aftersales KPIs
- Modern Coaching & Training formats
- Standardized questionnaire