WORKSHOP SESSION 03

Focus on the Customer

Workshop I: Recognizing Key Stakeholders' Needs

Chairperson: Mr Juha Tukiainen
CEO, A-Katsastus, Finland

Key stakeholders for the vehicle inspection operators

- Government ministries and authorities
  - Traffic safety
  - Environment
  - Consumer
- Traffic police
- Insurance companies
- Traffic safety organizations
- Motorist associations
- Transport and logistics organizations
- Car dealers and importers
- Media
- Politicians

Typical stakeholders' needs

- Technical quality of the inspections
  - > Traffic safety
  - > Environment protection
  - > Consumer protection
- Service availability
  - Site locations
  - Opening hours
  - Booking times
  - Waiting times
- Good customer service
- Flexibility in practical arrangements
- Utilization of the existing infrastructure
- Appropriate price

Speakers

• Mr Hens Peeters Weem Manager PTI, RDW the Netherlands	Dutch PTI in Belgium and Spain
• Mr Bernard Bourrier CEO, Autovision France	Accreditation and customer satisfaction
• Dr Gerd Neumann CEO, Dekra Automobil Germany	Experiences with PTI voluntary quality supervision in Germany

Dutch PTI in Belgium and Spain

Mr Hens Peeters Weem, RDW, the Netherlands

- Key stakeholder need addressed:
  - The people, who spend the winter in Spain have to return to the Netherlands for the PTI of their cars.
  - Also some Dutch heavy trucks and trailers are regularly used abroad and they need to return to the Netherlands for the PTI.
- In order to improve the customer service RDW is arranging a possibility for these vehicle owners to inspect their vehicles in Spain or Belgium by the local inspection operators.
  - In Belgium, the first Dutch inspections according to Dutch rules and certificates were done in spring 2007. In the beginning there were three inspection stations (operated by A-Katsastus) offering the service, since early 2009 the number of the participating stations has been ten, all in Flanders (Dutch speaking part of Belgium).
  - In Spain, the approach is a full recognition of a Spanish inspection. Spanish test stations will have an access to the database in the Netherlands. A Dutch inspection report will be printed. Due to the required legal changes in the Netherlands the Spanish inspections can start from 1 January 2011.

Accreditation and customer satisfaction

Mr Bernard Bourrier, Autovision, France

- Challenges:
  - According to EC regulations a free movement of goods and services exists within the EU. However, the services in the transport activities do not enter into the field of application of the EC directive on services.
  - Nevertheless, a harmonization of the vehicle inspection services is needed and awaited within Europe (EU), but there are significant obstacles and difficulties at the moment, not least being the different quality standards in the different countries.
- Is an accreditation (according to the ISO 17020) a solution for the mutual recognition?
  - If all member states required accreditation, the results of the inspections should be (better) recognized by the other member countries.

Experiences with PTI voluntary quality supervision in Germany (1/2)

Dr Gerd Neumann, Dekra Automobil, Germany

- Key stakeholder need addressed:
  - General conditions for the authorization of vehicle inspection organizations are very liberal in Germany.
  - Market mechanisms alone are not enough to control quality. Customers are often seeking only an approval (passed inspection/sticker) [and price], not high quality.
  - In an open competition an appropriate quality level is difficult to achieve.
  - National monitoring is carried out only in selective and temporally limited manner.
  - Therefore the industry has recognized a need for own quality supervision.
- The vast majority of the approved inspection organizations have mutually founded a “Quality Management Association”, which conducts unannounced follow-up checks of vehicle inspections across Germany by experienced inspection engineers as auditors.
- The checks are uniformly distributed across the country and throughout the year and are selected randomly. A special frequency pattern for each organization reflecting its market share.

Experiences with PTI voluntary quality supervision in Germany (2/2)

Dr Gerd Neumann, Dekra Automobil, Germany

- The inspection organizations evaluate the results according to an agreed action plan. The range of possible consequences for the inspector may be a praise, a requirement to undertake further training or even sanctions.
- The overall results are statistically analyzed and made available for public authorities or other interested bodies.
- 5,733 follow-up checks were made during the first year 2008.
  - 91.7% of the checks were made at workshops.
  - 95.4% of the checks were made for cars.
  - 92.0% of the checks were in accordance with the final result of the original inspection.
- The quality is now managed in Germany on an overall basis, no longer influenced by local conditions.
- The first results show significant improvement on the inspection quality for all members.