

09 | PREVENTIVE TREATMENT OF NON-QUALITY IN AFTERSALES



At the Brand level, the interventions carried out in the network and in the repairers are monitored through the FRFT quality indicator (Fix Right First Time).

Standard Benefits

- **Customer:** Avoid dealership returns for badly-done work. Get a vehicle repaired properly and in accordance with her/his request at first time.
- **Dealership:** Prevent non-quality Aftersales by identifying root causes in case of reworking or workshop return and define action plans. -> Fix Right First Time.

Main functions concerned: Aftersales Manager and all his/her team.

1 Continuous monitoring of FRFT indicator



As Aftersales Manager, I:

- Consult my weekly FRFT indicator and position my dealership compared to the objectives set for me
- Read Customer verbatims for uncompleted interventions at first time.

Supporting doc : [Approach grid - Key Risks of Workshop Returns](#)

2 In case of "rework" or "workshop return", identify and correct root cause

As Aftersales Manager:

- I am systematically informed of a workshop return in accordance with the Aftersales Operating Standard "Workshop Return".
- For every return to workshop or rework, I make or ask an identified person and appointed (Workshop Foreman or Quality Controller) to:
 - Open a workshop rework and return tracking sheet.
 - Organize priority processing of the workshop rework or return by implementing corrective action.
- I have the elements allowing me to identify anomalies, their solutions and their root causes.
 - Workshop rework and return tracking sheets are listed in a workbook each week.
 - The ranking of the sheets takes into account the prioritization of the causes according to the criteria:
 1. Frequency
 2. Severity.
 - I analyze the problem to find the root cause of most recurring and/or most severe reworks / returns and I formalize it.

Supporting doc : [Tracking sheet for Rework and Return Workshop](#)
[5 Whys method explanation sheet](#)
[5 Whys method application: <https://www.youtube.com/watch?v=N7cR2gArCFE>](#)

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3 Define and implement preventive action plans

At least once a month, as Aftersales Manager, I:

- Deepen the analysis through the workshop rework and return tracking sheets
- Define action plans for recurring or high Customer impact causes
- Control the effectiveness of action plans:
 - Ensuring that the problems identified do not re-appear
 - By monitoring the improvement of quality results.

Supporting doc : [Preventive action plans & follow up](#)

4 Animate action plans and share results

As Aftersales Manager, I organize:

- A daily quality briefing in the early morning from 5 to 10 minutes with all the workshop staff.
- One meeting on action plans with my Workshop Foreman or Quality Controller, Service Advisor each week
 - Presentation of new action plans following analysis
 - Follow-up of action plans in progress until their closure.
- A meeting to comment quality results with my Booking Operator, Service Advisor, Quality Controller and Workshop Foreman each month.
- Every 3 months, a results synthesis meeting with all Aftersales staff.

Supporting doc : [Rework and Return workshop tracking table](#)

Dealership name	Dealership Director	Aftersales Manager	Applied by
Name / Date / Signature			