



automechanika
FRANKFURT

16-20 September, 2014

exponentia
Hall 2.0, Booth B 80

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Training concept “eXponentia” supports independent Aftermarket

Launching the next evolutionary phase

Innovative solution for rapid diagnostics, optimised workshop processes and quality measures through “certified” professionalism complete the sterling “eXponentia” range of customised services for successful workshop partners and wholesale dealers in Europe’s Independent Automotive Aftermarket (IAM).

Founded under the auspices of the leading original suppliers Gates, Johnson Controls (Varta), MS Motor Service International (Kolbenschmidt Pierburg), SKF, Tenneco (Monroe, Walker), TRW and Valeo, “eXponentia” is a Europe-wide advancement initiative for partners in the independent automotive aftermarket. At this year’s Automechanika, the company will present three new and innovative solutions for automotive workshops at booth B80 in Hall 2.0:

- The interactive service platform “Rapidoo” for diagnostics and repair,
- Workshop analysis based on the “web scorecard” for increased returns and reduced stress, as well as
- Advanced training for becoming a certified diagnostics technician with qualifications approved by TÜV Rheinland, a renowned German Association for Technical Inspection

Multi-media “Rapidoo” for finding the best repair solution online instead of prolonged searching

Already tried and tested by “eXponentia” in Italy and England, the service platform “Rapidoo” is a practical, fast and secure technical assistance tool for diagnostics and repair, thus presenting quite an evolutionary push ahead: At the core is a tablet utilized by workshop associates to directly communicate from their current work station with the helpline either via audio, video or text (chat) in the individually applicable national language. In addition, the workshop also has direct access to all necessary technical information or documentation, comprehensive current vehicle databases, as well as user-friendly schematic circuit diagrams and can either receive illustrative images



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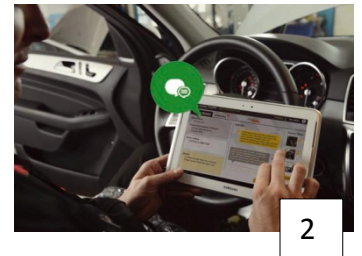
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and drawings or send them to the helpline, for example. Of additional assistance herein are a camera and display tools. Overall, correct repairs are achieved faster with “Rapidoo” due to the availability of different media applications – and time spent less not only means reduced cost for a rendered workshop job, but also additional (and billable) time for other service orders.



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Individual workshop analysis with “web scorecard”: Significantly increased returns and owner support through optimised work processes.

Those wasting time in their workshop or tolerating that behaviour in others will earn less and even experience stress due to poor time management. All this might occur simply because daily operation flow, such as in customer reception areas, remains far from optimised. Industry experience clearly indicates that about three quarters of independent workshops do not properly take advantage of the opportunity to draw up a clear service assignment together with the customer and the vehicle in question, or fail to do so altogether. Operating along the lines of “dear customer, please bring in your car at any time and just drop it off. We will take care of it and get it done,” usually eventuates in required service effort and cost for repairs not being ascertained until later in the shop – with much additional time needed to brief customers and order parts.



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This is where the tailored workshop analysis per web scorecard comes in. Further developed from process optimisation already successfully implemented among automotive parts dealers, the process results in considerable improvements of workshop performance. The basis is a thorough analysis on the business premises that focuses on the essential aspects or “return yielders” (work flows, customer communications and so on), as well as the subsequent generation of customised and concrete action proposals for optimisation. The increase in turnover resulting from management and staff integration – as well as process optimisation – are always in double figures, with improvements of up to 35 per cent not exceptional.

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“Certified diagnostics technician”: Impressing customers with the latest know-how and top-notch quality

Vehicle operators might occasionally assume that independent and afore unfamiliar workshops might offer less of the latest technology than brand shops, as the opposite truth is not immediately obvious. These doubts are eliminated at first glance, however, when repair reception areas display a certificate validating that a “diagnostics technician with qualifications approved by TÜV Rheinland” will attend to the vehicle. On its web site, this highly respected German association for technical inspection declares that these “specialists are qualified to conduct targeted failure evaluations independent of model type with diagnostics strategies that include state-of-the-art technology.” This promotional prove of professional competence builds outside confidence and serves to strengthen relationships with customers and staff.

The new development measure is conducted by training partner INTEA, according to the “eXponentia” training concept guidelines. The prerequisites for admission to the official examination conducted by TÜV Rheinland are completed training qualifications as automotive electrician, mechanic, mechatronic or similar qualifications with a minimum of five years of experience in the automotive sector, in addition to an entrance exam and participation in the practical advanced training for “diagnostics technician” with a certified training program for mechatronics, condensed training programs for electrics and electronics, diagnostics, communications and customer relationships.

“eXponentia” – the European brand for workshop enhancement

With workshop- and target group-specific training, “eXponentia” actively and successfully supports its independent aftermarket partners in growing even stronger in their competing with brand-based facilities: On the one hand, there are custom-tailored training sessions (theoretical and practical) on original parts supplier level for the latest technology of all brands and systems, as well as with individual consulting for operational organisation. In addition, the technical helpline offers highly qualified automotive experts who



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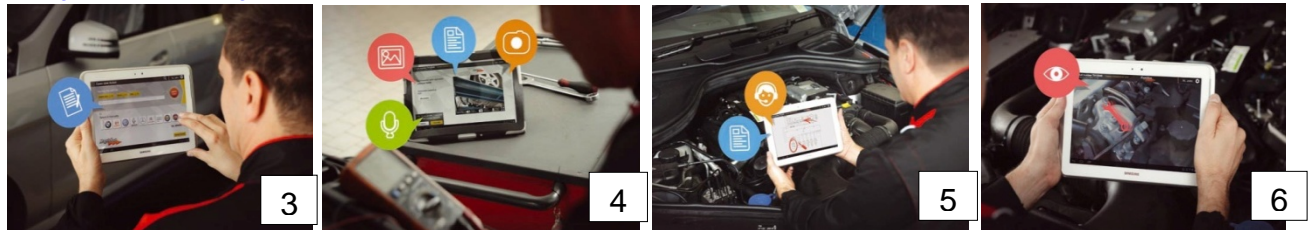
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will assist independent workshop partners in finding fast and professional solutions for diagnostics and repair problems and also have access to the comprehensive and up-to-date “eXponentia” repair database. All across Europe, many thousands of workshop employees already take advantage of the offered professional training opportunities, with a majority of their workshop facilities opting for the attractive helpline subscription. This also emphasises the position of the workshop initiative “eXponentia” that was founded a decade ago and has since become the leading European brand for workshop advancement.

((Captions))

((Image 1: Rapidoo Logo))



((Image 2, [3 – 6 additional selection])) The centre piece of the Rapidoo service platform: a tablet that allows for direct and live communications between the workshop floor and the helpline through audio, video or texting (chat) in the individual national language.

((Image 7)) Individual workshop analysis based on the web scorecard increases workshop productivity by up to 35 per cent.

((Image 8)) When displayed in the repair shop reception area, the certificate for “diagnostics technician with qualifications approved by TÜV Rheinland” builds confidence as verification for professional expertise and strengthens customer relationships.

((Image 9)) To provide fast and professional solutions for diagnostics- and repair problems, automotive experts in the “eXponentia” helpline have access to comprehensive and state-of-the-art European “eXponentia” repair database.

Photos: Exponentia

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