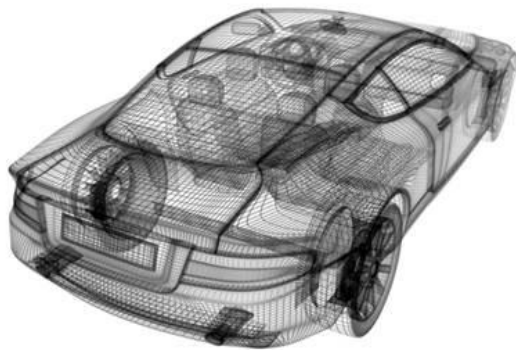


Applus Automotive

PTI in Ireland

RAGA Conference - February 2013



Applus Ireland Managing Director
Grant Henderson

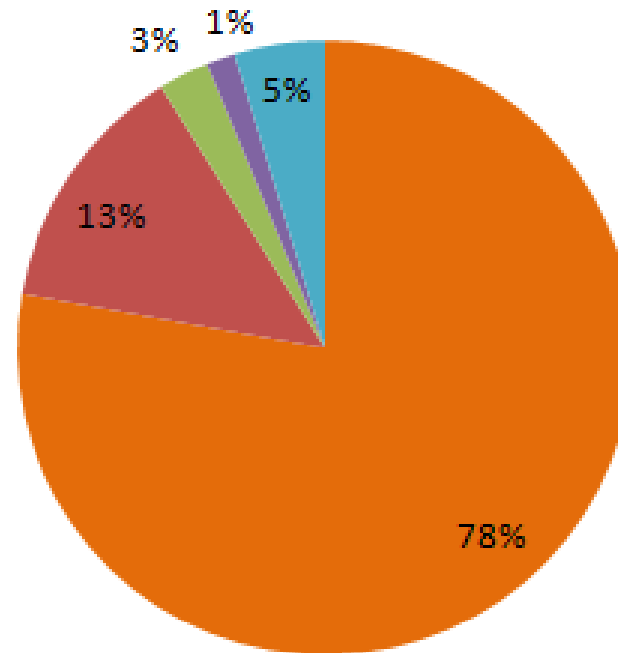
Agenda

- ⊕ PTI in Ireland
- ⊕ Public/Private Partnership (PPP)
- ⊕ Supervision & Enforcement
- ⊕ Inspection Staff – Skills & Training
- ⊕ Fraud Management

PTI provided by Applus in Ireland

Periodic Technical Inspection - Ireland

- Private Cars (NCT)
- Good Vehicles (VTN)
- Agricultural (Exempt)
- Motor Cycles (Exempt)
- Others



PTI provided by Applus in Ireland

- ⊕ 2000: 415 road deaths. (PTI introduced!) – Goal to Reduce Road Fatalities
- ⊕ Due on 4th Anniversary, then every 2 years
 - ⊕ On June 1st 2011 annual testing for vehicles 10 years old and older introduced
- ⊕ Applus+ execute 1,400,000 inspections per annum
 - ⊕ 32% of vehicles requiring an in-lane re-inspection.
 - ⊕ 16% of vehicle require a visual re-inspection
- ⊕ Applus+ employ over 600 people in Ireland, over 450 of which are dedicated vehicle inspectors.
- ⊕ Applus+ operate 47 inspection centres (100 inspection lanes) which range in size from single lane centres to 9 lane operations.
- ⊕ Contractual requirement to manage the service through a booking process.
- ⊕ Opening hours flexible to meet demand.



Irish PTI Model

- ⊕ Complete outsourcing of risk/responsibility to Specialist Organisation
 - ⊕ Contractual KPI's demand the very highest standards of service
- ⊕ Assured of Independence and Impartiality
 - ⊕ No affiliation to motor or repair industry
- ⊕ Quality Assured Accreditation
 - ⊕ ISO 17020
- ⊕ Value
 - ⊕ Maximise Efficiency , Utilisation and Financial Return
- ⊕ Enables a centralised system
 - ⊕ All data is collected consistently and reported, real-time centrally
- ⊕ Ensures that remote areas are serviced
 - ⊕ 90% of customers travel less than 50 kilometres to the nearest centre
- ⊕ Service provider incentivised to meet demand
 - ⊕ Proactively manages customer compliance
 - ⊕ Opening and expanding centres each year
- ⊕ Controlled profit share over contract duration
 - ⊕ Monopoly provides the service provider with the comfort to invest in and maintain the network and quality of service

PTI Process in Ireland

Long Range Forecast

- Vehicle Data is analysed by area to ensure that we have adequate capacity to meet demand

Scheduling

- Resource availability is forecasted and schedules created.

Booking

- Customers book through the web, or through the call centre, although email, letter and fax are also possible.

Check In

- Customers arrive at the centre and check in their vehicle & pay, they are asked for ID and for vehicle registration documents.

Pre-ins & Station 1

- The Vehicle is checked to ensure that it is appropriate to test
- Lights and emissions are checked

Station 2

- Vehicle is put through a brake, side slip and suspension test.

Station 3

- Vehicle is put on a lift and an under-body visual inspection is performed.

Advice Desk

- Customer is presented with a report and if they pass, an NCT certificate.
- If the vehicle fails and requires an equipment retest, then it must be re-booked and a retest fee is charged.

Key Performance Indicators

- ⊕ Notifications - 100% of customers to receive a notification of their requirement to get an inspection 4-6 weeks in advance of due date.
- ⊕ Booking Lead Time – 14 days for network as a whole and 21 days for Individual Centres.
- ⊕ Test Integrity – Random external auditing – 99%
- ⊕ Customer Satisfaction – Surveys – 80%
- ⊕ Operational Audit – Composite indicator - 90%
- ⊕ Notification of result – within 2 minutes – 98%
- ⊕ Calls answered within 15 seconds in our Call centre – 90%
- ⊕ Average Customer wait time < 30min

Impact of PTI in Ireland

	Road Deaths	Vehicle Population
2000	415	1,600,000
2012	161 (↓)	2,400,000(↑)

Public Private Partnership

Is it the Role of Government to:

Deliver PTI or Ensure PTI is Provided?

Public Sector do Administration Effectively
Private Sector Delivery High Quality Service

What is the measure of Success?

The Government Achieves its Strategic Goals

How is Success Achieved?

Apportioning the correct levels of RISK, RESPONSIBILITY &
REWARD to Incentivise Performance

Supervision & Enforcement

External Controls

- Monthly Assessments
 - Test Centres
 - Equipment
 - Vehicles Inspectors
- Annual Consistency Check of Equipment

- Monthly Review of Performance Parameters
- Quarterly Operational Audit
- Bi-annual Customer Satisfaction Survey
- Independent Validation of Test Results



Real Time Data



Internal Controls

- Training & Standards Team
- Vehicle On-Hold Process
- Mystery Shopping
- Technical Standards Council
- Inspector Assessment Programme
- Quarterly Equipment Consistency Check Programme

- Equipment Calibration Programme
- Fully Qualified Mechanics
- Risk Matrices
- Customer Surveys
- Auditing Programme
- Whistle-blower process
- Random Allocation

Inspection Staff – Skills & Training

- ⊕ How to carry out a 400+ point inspection
- ⊕ Dedicated “Training & Standards” team
- ⊕ 3-week Training course (Pass/Fail)
 - ⊕ Test Legislation/Test Scope
 - ⊕ Code of Ethics
 - ⊕ Theory
 - ⊕ Practical
- ⊕ Annual Refresher Training
- ⊕ Qualified Mechanics – VTEQ Level 6 or equivalent
- ⊕ The creation of a skills academy externally accredited by City & Guilds

Applus+ Fraud Management

Prevention

- Booking System
- Dedicated Training & Standards Team
- Qualified Mechanics
- Training
- Code of Ethics
- Single VI per Inspection
- Random Vehicle Allocation
- Auto Result Capture
- Customers Segregated
- Customer Identification

Detection

- Ability to Recall
- Whistle-blower
- Inspection Imaging
- Real Time Data
- Exception Reporting
- Internal & External Auditing
- On-Hold Test Audits
- Risk Profiling

Response

- Allegations Management
- Investigations
- Data Analysis
- Media Management
- Discipline



Questions

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