



Choose certainty.
Add value.

CORE COMPETENCIES ON THE WAY TO INTEGRITY

Turkey-wide vehicle inspection services



Authorized with the concession agreement

- Under surveillance of Turkish Republic Ministry of Transport, Maritime Affairs and Communications
- 15 August 2007

Tripartite Consortium

- TÜV SÜD
- Doğuş Group
- Bridgepoint

One of the biggest privatizations in Turkey

- Entitled to undertake the task of opening and operating vehicle inspection stations for a period of 20 years



Enforcement of Agreement

- To be EN ISO / IEC 17020 type A standard inspection body (fully independent)
- To be accredited within 1 year from the date of the opening.
- Opening of 189 stations in 81 cities and 38 mobile stations within 18 months.

Business Associates



- One Business Associate for each province
- TÜVTURK sub-contracts the operation to its 48 sub-operators
- Operating stations

PTI



- Every 2 years for passenger vehicles
- Every year for heavy vehicles
- Every year for vehicles for commercial use
- Every 3 years motorbikes and tractors

Roadworthiness Test (EU)



- Heavy vehicles which are used for transport of goods and travel to European Union countries

Exhaust Emission Test



- Administered by Turkish Republic Ministry of Environment and Urban Planning
- Can be performed by other organizations

Fixed Stations



- Total 196 Stations
- At least one in each city
- Total 490 Lanes

Mobile Stations



- Total 73 Stations
- Working According to Declared Schedule
- Working in Determined Locations

Motorbike Stations



- Total 2 stations
- Special for Motorbikes

Vehicle Type (Units '000)	Registered
Passenger	8.097
Motorcycle	2.483
Tractor	1.472
Light Commercial	3.208
Heavy Commercial	942
Total	16.200



Inspections in 2012

- 6.281.194 PTI
- 2.136.285 Re-inspections
- 32.668 Roadworthiness Tests
- 4.290 Repetitions of Roadworthiness
- 2.011.274 Exhaust Emission Tests
- 40.860 Repetition of Exhaust Emission Tests



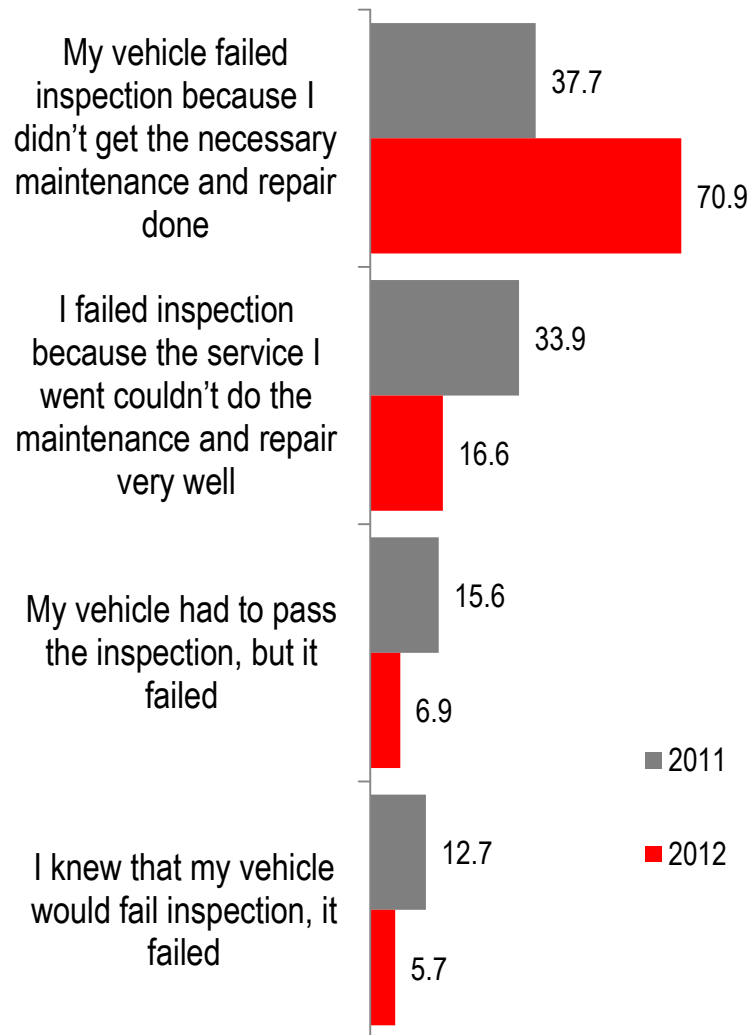
Years	Exhaust Emission Test Count	Ratio to Main Inspections
2009	9.769	0,19%
2010	879.523	16%
2011	1.459.521	24%
2012	2.011.274	32%
2013	315.519	36%

- It is performed in 193 Fixed Stations and 72 Mobile Stations
- Opacity control and absorption value measurement of vehicles with diesel engine
- Carbon monoxide value of vehicle with gasoline engine



Failure Rates in 2012

- 34,84 % PTI
- 2,06 % Re-inspections
- 15,33 % Roadworthiness Tests
- 4,87 % Repetitions of Roadworthiness
- 4,87 % Exhaust Emission Tests
- 16,7 % Repetition of Exhaust Emission Tests



- This improvement indicates that the inspections are paid more importance and the individuals internalize the inspections.
- It also indicates that the responsibility has shifted from TÜVTURK to the individuals.
- This development is seen mostly in the heavy vehicle drivers.

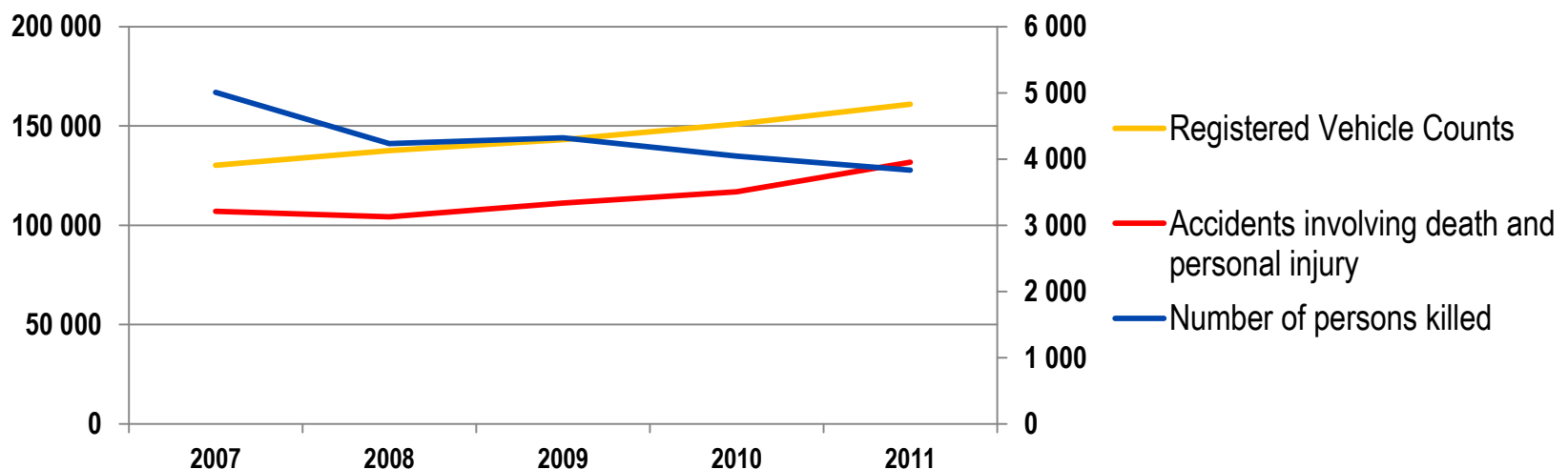
Complaint	Count
Appeal to Inspection Result	5.764
Appointment For Re-Inspection	4.181
Can't Find Appointment on the Kiosk	3.341
Waiting Time	1.825
Lack of Knowledge	1.367
Incompatibility to Appointment	1.237
Necessary Documents	1.206
Rude Behavior	1.090

- Total Complaints Count for 2012: 51.805
- Total Complaints About Wrong Reminder Calls: 22.752

Accident Statistics



Years	Registered Vehicle Counts	Total Accidents	Accidents involving death and personal injury	Number of persons killed	Percentage of persons killed	Number of persons injured
2007	13.022.945	825.561	106.994	5.007	4,68%	189.057
2008	13.765.395	950.120	104.212	4.236	4,06%	184.468
2009	14.316.700	1.053.346	111.121	4.324	3,89%	201.380
2010	15.095.603	1.106.201	116.804	4.045	3,46%	211.496
2011	16.089.528	1.228.928	131.845	3.835	2,91%	238.074



Audits



- TÜVTURK is accredited by TÜRKAİ (Turkish Accreditation Agency) according to EN ISO / IEC 17020 Standard.
- *INDEPENDENCY*
- *IMPARTIALITY*
- *INTEGRITY*

Accreditation



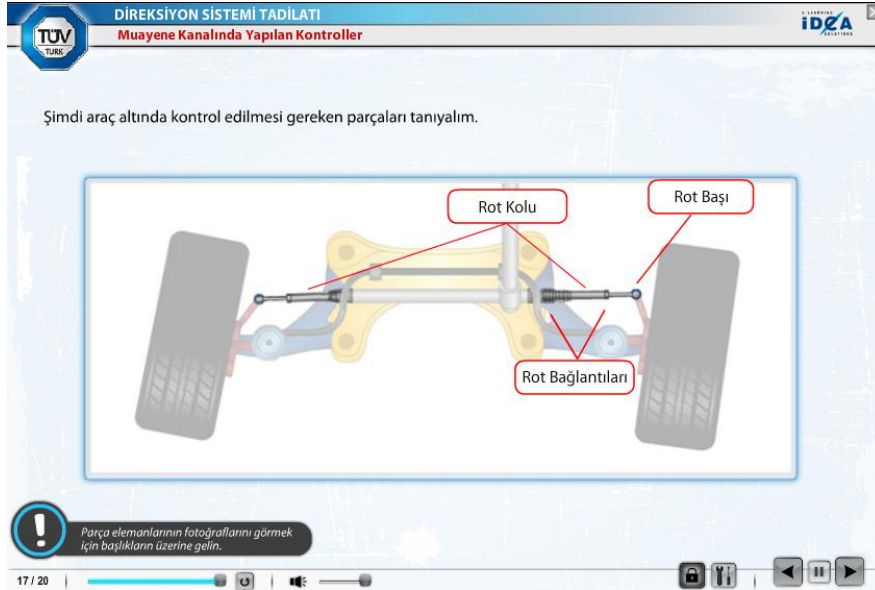
- The personnel of the inspection body shall be free from any commercial, financial and other pressures which might affect their judgment.
- Standard itself establishes rules for preventing fraud.



5 Core Competences for all positions

- We Create Confidence
- We are Quality Oriented
- We are Customer Oriented
- We Perform Effective Communication
- We are Open to Continuous Learning





- All Technical Personnel are trained locally in stations and additionally centrally in TÜVTURK Academy
- Theoretical and practical examinations
- About 3 thousand-pages of training documents were transferred to virtual environment.
- Creating a sustainable and continuously improving system.





Internal Audits

- Quality Audits
- Secret Customer Audits
- Secret Customer Audits with Secret Camera
- Night / Weekend Audits
- E-audits
- Systematic Preventive Measures



Software Preview





- Audits by Station Leaders
- Audits by Deputy Station Leaders
- Audits by Business Associates
- Performance Control of Technicians
- Following and Controlling Defects of Vehicles
- Efficient Controls
- Following Actions of Cash Point Officer

External Audits



- Audits by Turkish Accreditation Agency
- Audits by Ministry of Transport, Maritime Affairs and Communications
- Only unannounced audits

What is Fraud?



- **Fraud** is an intentional deception made for personal gain or to damage another individual.
- Contains
 - Secrecy
 - Deception
 - To Get Benefit
 - Intention
 - Harmful to Company / People





- Company owes me
- I deserve more
- Justice has been done
- I had to do
- They earned it because of me, its my right
- I have right to live a better life
- Not paid enough
- They are able to carry out everything
- Everyone is doing it
- Rules are made to be broken
- Just a small amount
- It can be crime but there are no victims

Compelling Reasons



- Gambling
- Alcohol and Drug Addiction
- Excessive Ambition
- Being Greedy
- Personal Debts
- Wish for Luxurious Life
- Family Reasons

Managerial Reasons



- Weak Managers
- Lack of Preventive Measures
- Weak Controls
- Taking Advantage of Managerial Faults



- Loss of Concession
- Loss of Reputation
- Job Losses
- Financial Losses
- Cost for Investigation
- Resources to Find Out Fraud Even it is not Exist
- Harm to Compliance
- Decreasing Motivation in Company

- Effective Warning System
- Continuous Surveillance
- Periodic Audits
- Analyzes of Complaints
- Ethical Line
- Coincidences





- Observation and Getting Informed
- Analyzing Suspicious Acts
- Camera Surveillance System
- Data Analyzes
- Following Information Periodically
- Determining Fraud Possibilities

- Originating Employee Factors
 - Regarding Vehicle
 - Regarding Vehicle Documents
 - Regarding Inspection Fee (Delay Fine)
 - Regarding Inspection Stickers
 - Regarding Data and Information Security
 - Regarding Company Properties
- Originating Exterior Factors
 - Individual Customers
 - Middleman (Agents)
 - Approving Inspection Without Meeting Vehicle Defects
 - Approving Inspection Without Meeting Required Vehicle Documents



- Automatic Defect Assignment
- Random Vehicle Choosing for Inspection Audits
- Systematic Warning in case of Suspicious Data Entries
- Central Permission for Manuel Inspection Data Entry





- Electronic Archiving System
- Ethical Line
- Informing Customers
 - Web Site
 - Call Center
 - TV Campaigns
 - Radio Advertisements
 - Sending SMS
 - Brochures
 - Corporate Magazine



- Prohibition of Cell Phone Usage of Technicians in Inspection Area
- Decreasing Contact of Technicians and Cash Point Operators
- Systematic Distribution of Job Orders
- Audits of Station Managers
- Preventing Contact of Personnel and Customer During Resting Period
- Asking ID when Receiving and Delivering Vehicle



- Following Security Guards Connections
- Defining Inspection Steps and Locations
- Restriction of Internet Connection in Stations
- Improving Security Cameras
- Disciplinary Punishments

What is Forgery?

Forgery is the process of making, adapting, or imitating objects, statistics, or documents with the intent to deceive.

Forgery in inspection is organizing not existing traffic registration documents, inspection report or sticker or falsify (make changes) on real documents for personal gain.



Cooperation with Police and Gendarmerie



Trainings

- Giving Information to Police Forces About Fake Inspections
- Informing Police about Inspections

Internal Audits

- Supporting Internal Audits
- Analyzing Internal and External Audits
- Secret Auditor Audits

Security

- Risk Analysis for Security
- Taking Necessary Preventive Measures





As a result of the successful work of the police and the gendarmerie in the fight against fraud 1.488 people have taken into custody, 149 of them were arrested.

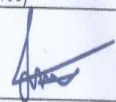



- Informative news in press and web site
- Statistical studies regarding fake inspections which are detected in stations
- Visiting Police Forces according to fake inspection statistics
- Encouraging personnel about detecting fake inspections and awarding if necessary.
- Sticker Design and Security Measures

TÜVTÜRK
Güven verir. Değer katar.

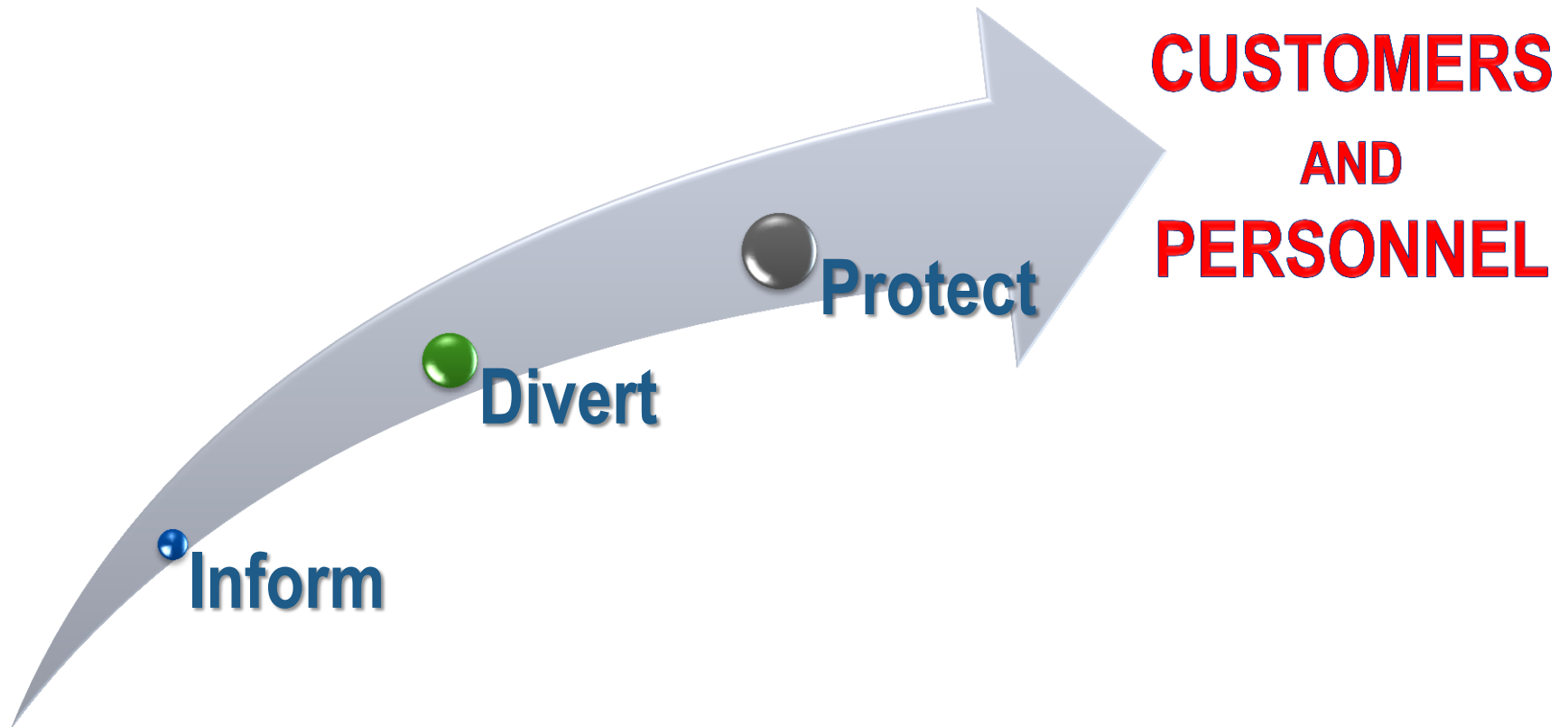
 **ARAÇ MUAYENE RAPORU**
3406F TÜVTÜRK İSTANBUL TAŞIT MUAYENE.
FATİH BULVARI HASANPAŞA MAH. ILICA SK. NO:2
SLB SULTANBEYLİ

 **j 0186544**

Muayene Uzmanı:	ÖZER KARAKUŞ (11106)	Sorumlu:	ADEM SAKAL (10156)
			

Kamyon-Periyodik Muayene
Muayene Rapor No: 418834751 Önceki Rapor No:

Plaka: 34DT6262 Markası: FORD Muay. Tarihi: 28.08.2009
Sase No: NM0B83TFDF6156529 Tipi: CARGO 3230S



Thank You



TEŞEKKÜRLER

