Plenary Session Three

PTI Business Scenarios

Al Bustan Rotana Hotel, Al Rashidya Ballroom A & B
Plenary Session Three

Presentation 1

The German System – A Success Model from the Client’s Point of View

Robert Plank

CEO, TÜV NORD Mobility, Germany
2015 CITA Conference
14-16th April 2015, Dubai, UAE

Enhancing the Value of Vehicle Inspection

The German PTI System – a success model from the client’s point of view

Dr. Robert Plank, CEO, TÜV NORD Mobility, Germany
THE WORLD OF TÜV NORD GROUP AT A GLANCE

- 85 companies in 70 countries
- More than 10,000 employees
- More than 1 bn € turnover

- Foundation of TÜV Nord e.V.: 1869
- Corporate philosophy based on independence and integrity
- Motto: “Excellence for your Business”
TÜV NORD GROUP: CORE COMPETENCES

Mobility

Aerospace

Training

Certification / IT-Service

Industry

Natural resources
Private customers

- Over three million vehicle owners per year
- 400,000 Driver licence applicants per year

Business customers

- 15,000 dealerships and garages
- 4,000 driving schools
- 2,000 transportation companies
- 500 manufacturers and importers

Legal entities / Authorities UN / ECE

- EU Commission
- German Federal Department of Transport
- 16 German state departments for transport
- 426 local departments for transport
Vehicle homologation

Services:
- CoC
- Data confirmation

Used car test and management

Marketing, Sales and IT Services

Vehicle development
- Conformity of Production (CoP)
- Quality Assurance

Vehicle production

Vehicle sales

Vehicle operation

Vehicle trade

Vehicle accident

Vehicle service

Vintage vehicles

Knowledge

PTI / Emission tests

Damage assessment and evaluation
PTI: Stakeholders

**Vehicle Industry**
- Product support during vehicle’s life-time
- Feedback for development

**Society and legislative Institutions**
- Vehicle safety and security
- Environmental needs
- Reliable system for PTI

**Vehicle Owners / Users**
- Convenience
- Vehicle safety and reliability
- Efficiency of PTI system

**Repair- / Workshops**
- Customer satisfaction
- Repair profit
Basis for PTI: „Third Party“ Principle

1. OEM, Workshop
2. Customer
3. PTI-Operator

Benefits:
- Independence
- Neutrality
- Competence
PTI-System in Germany

Two options for vehicle owners to follow the PTI obligation:

1. Visiting official testing center - TÜV-STATION
2. Going to accredited test-site garage

In both cases PTI is carried out by independent accredited inspectors

- Test-site garages plus official testing centers give customers a free choice: **Convenience**
- Strict separation of inspection and repairing has been proved: **Quality**
- Neutrality of vehicle testing: **Confidence**
High-Quality PTI in Germany

Best practice model:
- Extensive Content: More than 150 test items
- Inspectors: High qualified engineers
- IT: Notepad + applications + PTI-adapters

Every inspector has his own notepad.

PTI-adapters to test electronic vehicle systems

Radio communication

Wired OBD connection
The future?

„Remote PTI“ of electronic systems

+ manual testing
Components of Quality System

Organisation
- Certified management System: DIN ISO 9001
- Accreditation: DIN ISO 17020

Employees
- Qualification according to legal specifications
- Advanced training

Inspection Station
- Extensive infrastructure
- Test equipment management

Inspection process
- Fault prevention by IT
- Logical guided procedure

Quality assurance
- Mystery tests
- Unannounced checks
- Witness audits
- Complaint management

Test reports / database
- Analysis of PTI defects rate
Founded by German PTI operators

- Independent structures and common transparency
- Efficient quality assurance: Re-tests of PTI by auditor teams
- Transfer to legal „Supervising body“ possible
Summary

With an independent, neutral, competent Third Party PTI we give higher benefit to all stakeholders by
• convenience for vehicle owner
• transparency of actual quality
• confidence and trust in the system and
are able to design the future of PTI, which is shaped by the upcoming new technologies

Thank you for your interest!
Plenary Session Three

Presentation 2

THE DUTCH PTI – PUBLIC/PRIVATE COOPERATION

Hens Peeters Weem

Manager PTI, RDW, The Netherlands
The Dutch PTI
Public / private cooperation
Hens Peeters Weem
Manager PTI  RDW
What does RDW do?

- RDW: Governmental partner in mobility

- RDW is a non-departmental public body that performs its tasks on behalf of the Ministry of Infrastructure and Environment
Corporate movie RDW
Periodical inspections at certified private companies:
- Garages
- Tyre-centres
- Independent PTI stations
- Dealers
- Mobile stations
- RDW stations

Supervising at high level and frequency, 3% of all vehicles are re-inspected by immediate spot checks. Headlines business model Dutch PTI: High penalties in case of non-conformance.
The Dutch PTI
Types of licenses

*All the same method:*

- PTI heavy vehicles
- PTI light vehicles
- Alcohol lock systems
- On board computer Taxi
- Tachograph
- Retrofitted gas systems
- Future: Agricultural machinery
Facts inspections and certified companies
(2014)

**Light vehicles**
- Certified inspection companies: 9,429
- Certified inspectors: 21,196
- Total tested vehicles: 6,708,092
- Total spot checks: 208,989 (3,12%)

**Heavy vehicles**
- Certified inspection companies: 855
- Certified inspectors: 1,683
- Inspectors light and heavy: 680
- Total tested vehicles: 270,557
- Total spot checks: 8,204 (3,03%)
Costs for the license holder

- Occupational health and safety requirements
- Examination for the inspector every two years (training is optional)
- Certificate of good conduct
- Test equipment Light ± € 11,500
  Heavy ± € 39,000
- Yearly contribution € 184
- Report result RDW € 3,80
Facts

• Rejection rate 37.9%

• Error rate (non conformities found bij re-inspections)
  • PTI light 8%
  • PTI heavy 10%
• Enforcement of PTI by using database; 100% closed system low costs
• 100% enforcement on all vehicles;
• Always a fine, wherever the vehicle is. (also in foreign countries)
• Positive contribution to road safety, environment and state budget.
Online vehicle information

Technische gegevens bedrijfswagen

Kenteken: BPGR16
VIN: YV2A4GMA24E367317
Plaat VIN: tegen r. balk 030 cm v. voorste vooras
Datum eerste toelating: 06-04-2004
APK Vervaldatum: 04-05-2015
Voorzieigm: Bedrijfswagen
Inrichting: TREKKER
Carrosserietype(n): BC
EEG voertuigclassificatie (toevoeging): N3
Brandstof: D
Brandstof 2:
Gasinstallatie:
Aantal cilinders: 6

Maximum massa voertuig: 19500 kg
Technisch toegestane maximum massa: 19500 kg
Massa in rijklaar toestand: 7137 kg
Massa leeg voertuig: 7037 kg
Maximum last per as: as 1: 8000 kg, as 2: 11130 kg
Wielbasis: 380 cm

Afstand tussen voorzijde en hart koppeling: 453 cm
Bijzonderheden: 1: Geen

Next inspection: 04-05-2015
more than 2 mounts expired
Advantages citizens and companies in the Netherlands

- Always nearby / no que / free choice
- Free in combination with maintenance
- No fixed prices, competitive prices
- Possibility of immediate repair in case of rejection;
- No long drive home and back for re-inspection
- Big transport companies: Inspection of their own trucks and trailers (combined with maintenance)
- Legal possibilities of immediate appeal in case of disagreement on the outcome

Disadvantage:
- Heavy supervision system
- Quarantine time

RDW
Supervision task RDW on the PTI system:

Organising call for inspection 6 weeks before

Accreditation of the inspection stations
Sanctioning
Spot-checks (immediate after reporting a result)
Handling of appeals
Risk based supervision
Complains

Surveillance through data mining:
Results of the inspections / data comparison
Calibration of inspection equipment at all stations
Risk companies
Inspectors and exams inspectors
Dutch PTI abroad

- Business model makes it easy to roll out the Dutch PTI abroad:
  - Belgium
  - Spain
Dutch PTI in Belgium

12 PTI stations
Dutch PTI in Spain
5 PTI stations
SPOT CHECK
Plenary Session Three

Presentation 3

REMOTE ENFORCEMENT AND ITS IMPLICATIONS FOR PTI

Caroline Hicks

Head of Enforcement Transformation, Driver and Vehicle Standards Agency (DVSA), The United Kingdom
Remote Enforcement and its implications for PTI

DVSA
Caroline Hicks
April 2015
The PTI...

A Snapshot in time

- Robust
- Value
- Industry & Public safety
- Environmental standards – Emissions checks
- Consistent Standards
- Effective Governance

A Snapshot in time
Increasing the Value of the PTI for the commercial fleet

• GB Average 90,000km p/a

• European in UK 130,000km p/a

• UK Operator Licence requires Preventative Maintenance Inspection regime

• So does this deliver Continual Compliance?
Options to ensure continual compliance in commercial fleet

- Option 1
  - Increase Standards

- Option 2
  - Increase Frequency

- Option 3
  - Continuous Compliance through the year by effective enforcement
Enforcement Options

Traditional Enforcement

• High Cost
  • Industry
  • Enforcement Agency

• Intrusive

• Cannot reach everyone
Using industry technology
Enforcement technology
How it can work...

INFORMATION & INTELLIGENCE

OPERATOR COMPLIANCE RISK SCORE

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<th>Roadworthiness</th>
<th>Traffic Enforcement</th>
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<tr>
<td>Grey</td>
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<td>No Baseline Score</td>
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DESK BASED ASSESSMENT

Compliance System
80,000 Operator Licences

Outputs
420,000 Vehicles

Outcomes
284 Deaths

Impact
Effort
‘Nudge’ interventions

Predictive Analytics
Earned Recognition concept

From this ..................

To this ..............
Increasing the deterrent value

Sanctions are an occupational hazard?

Increase the dialogue.
Make them know that we are aware
Put remedial processes in place
Increasing the Value of the PTI

- Provides robust information on majority of the fleet – many difficult to see on the roadside
- Use resources to target those that create the greatest risk to road safety
- Operator regime to ensure vehicles remain compliant
- Low burden
- Nudge approach
- Free up resource

...to deliver continuous compliance
Next Generation Enforcement

Exemplar Operator
Compliant Operator
Compliant with support
Potential Rule Breakers
Non Compliant
Serious / Serially non Compliant

Earned Recognition
Remote Enforcement Office
Roadside Enforcement
Visits, Investigations & Assessments
Continual Focussed Targeting Regime
The PTI...

- Robust
- Value
- Industry & Public safety
- Environmental standards – Emissions checks
- Consistent Standards
- Effective Governance

The kingpin of continual compliance
Thank you!
Plenary Session Three

Questions and Answers

Al Bustan Rotana Hotel, Al Rashidya Ballroom A & B
Question 1:

How important are re-tests to the effectiveness of a supervisory regime?

Answer Choice:

A. Highly Important
B. Moderately Important
C. Low Importance
D. Not Worth Considering
Question 2:

How do you think impartiality should be achieved?

Answer Choice:

A. By not permitting inspection organizations to repair/service vehicles
B. By not permitting inspectors to be employed by a repair/service organization
C. By garages having a separate PTI test lane
D. By adequate supervision by the national authorities
E. By other means
Question 3:

Does PTI of commercial vehicles need reinforcing with other enforcement tools?

Answer Choice:

A. PTI is not fully effective on its own
B. PTI is fully effective on its own
C. Each country will need a different approach
D. Operators should be trusted to operate safely – there is no need for enforcement
Question 4:

Are the benefits of accessibility and choice offset by the risk to impartiality?

Answer Choice:

A. The risks are easily controlled by adequate supervision
B. The risks are balanced by the benefits to the customer
C. Depends on the level of corruption in the country
D. The risks to testing standards are too great
Question 5:

The best possible way for sharing of learning and experiences is?

Answer Choice:

A. Online discussion for all members
B. Regional telephone group discussion on a quarterly basis
C. White papers/Position papers
D. Training/Interviews with members discussing successes
E. Conferences and Seminars
Question 6:

Do you see this as an effective approach for the future of roadworthiness enforcement?

Answer Choice:

A. Highly effective
B. Moderately effective
C. Low effectiveness
D. There are more effective approaches
Lunch Break

12:30 – 13:45

Please return promptly for Plenary Session 4