



Discussion Forum

Al Bustan Rotana Hotel, Rashidiya Ballroom A & B

Achieving Inspection Integrity

Moderated by Eva Morger

Member of the CITA Bureau Permanent, CITA



DISCUSSION FORUM - “RULES OF THE GAME”

1. SHORT PRESENTATIONS - WITHOUT QUESTIONS AND ANSWERS

- Presentations to serve as input of ideas for the upcoming discussion
- Handouts with summaries distributed to assist your questions and comments
- No Questions and Answers during or between the presentations
- During each speech, please **note** every question and comment until later

2. DISCUSSION WITH PANEL AND AUDIENCE

What measures are needed to **achieve inspection integrity and impartiality?**
What measures are needed to **avoid corruption and attempts for fraud?**

- Questions and comments from the audience
- Wishes on future CITA work and benchmark related to integrity

3. SUMMARY AND CONCLUSIONS



Discussion Forum

Presentation 1

NEW CITA RECOMMENDATIONS ON STANDARDIZED INSPECTION OUTCOMES

Eva Morger

Member of the CITA Bureau Permanent and
CITA Policy Expert on Standardized Inspection Outcomes



CITA REC No. 9

QUALITY REQUIREMENTS

(UPDATE FROM 2002)

Recommendation No. 9

QUALITY REQUIREMENTS FOR INSPECTION BODIES AND SUPERVISING BODIES INVOLVED IN PERIODIC VEHICLE INSPECTIONS

Document status : Recommendation
Reference : CITA/rec9 rev1
Document date : 06 March 2015
Adoption date : scheduled for the next CITA general Assembly on 14 April 2015
Original : English (authoritative version)
Pages : 14 pages

PURPOSE

- General update. CITA experience, correlated legislation and relevant international standards have been updated since 2002.
- Integrated approach for organisations involved in inspection and / or supervision

MAIN CHANGES

- Increased focus on impartiality.
- Risk management approach introduced
- Clear references to international standards, recommended for use



CITA REC No. 18

TRAINING AND COMPETENCE

(NEW)

Recommendation No. 18

TRAINING AND COMPETENCE

Document status : Recommendation
Reference : CITA/rec18
Document date : 16 March 2015
Adoption date : scheduled for the next CITA general Assembly on 14 April 2015
Original : English (authoritative version)
Pages : 12 pages

PURPOSE

- Provide guidance to build a modern training and examination system.
- Effective, traceable, accountable and sustainable, focusing competence, not only training.
- Correlation to the new EU Directive

MAIN CONTENTS

- Training and Examination Institutes, incl technical and soft skills competence criteria for inspectors and examiners.
- Methods, Contents, Assessment, Examination, Continuous improvement of competence



Discussion Forum


Presentation 2

ISO 17020's NEW VERSION AND RELATED EXPERIENCE EXCHANGE

Thomas Nilsson

Quality and Environmental Manager, Opus Bilprovning, Sweden





Performs annually
aprox. 1,7 milj PTI

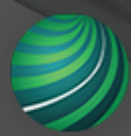


OPUS
BILPROVNING



Achieving Integrity Experience in ISO 17020:2012

Presented by Thomas Nilsson



Key changes in 17020:2012

Impartiality and independence



The requirements on impartiality and independence which are crucial for performing inspection activities are considerably improved by implementing the relevant parts of the IAF/ILAC guidance A4 in clause 4.1 and the normative Annex A.



The three types of inspection bodies (Types A, B and C) describing the different degree of independence are kept.



Type A bodies are third-parties independent of the parties involved in the design, manufacture, supply, installation, use or maintenance of inspected items.



Type B are in-house inspection bodies forming a separate independent part of an organisation involved in the mentioned activities.



Type C bodies must not be a separate part within the organisation but there must be a clear separation between inspection activities and other activities meaning that a person cannot inspect items designed, manufactured, maintained etc. by him.



How ISO 17020 can be used

Impartiality and independence



Accreditation



Certification



Guidance for management



Can it be used in more ways?



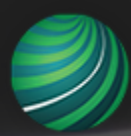
Company Profile



Marketing



Support in contracting



Development in the use of risk analysis



Prevent issues



Enforces overall view



Natural process



Examples from real life...



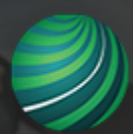
Close relatives vehicles?



Contract with an Auto dealer?



Business to Business?



Thank you for your attention!



Discussion Forum

Presentation 3

LIMITS AND POSSIBILITIES OF DIFFERENT TYPES OF PTI QUALITY CONTROLS

Viktor Kretzschmann

QM e.V., Germany





Experience with quality controls

Content

- Necessity of quality controls
- Objectives of quality controls
- Statistical methods
- Practical methods
- Covering all essential aspects in a well and efficient-working system of supervision.



Introduction

- Germany has an efficient and well-working system of PTI
- The system of PTI is separated from car-dealing, maintenance and repair (avoid conflicts of interest)
- 26 different authorised companies (10 groups) provide 26 Mio PTI a year, done by 14.000 inspectors
- Ministry of Traffic and digital Infrastructure – legislation body
- Supervision happens in 16 federal states



Necessity of quality controls

- Requirements of legislation for PTI companies:
 - Internal revision systems
 - Quality management systems according to EN 17020
 - Clearly defined responsibilities
- Car owners often try to find the easiest way to pass the PTI
 - Result:
Different trends in living quality and standards,
 - Quality was a distinctive feature in competition
- 2008 a voluntary association was founded by nearly all PTI companies for providing unannounced quality checks at all inspection places where PTI happens.



Experience...

...based on more than 40.000 unannounced quality checks:

- Since 2008 the quality of PTI has been sustainable improved. All statistical key figures are increased.
- Advantage:
Quality work can be done at the same time without the concern, that anybody can get a temporary advantage or disadvantage.
- The authority considered to make our activity mandatory for all PTI companies and to set up a central supervising body, responsible for all kinds of quality controls in PTI.



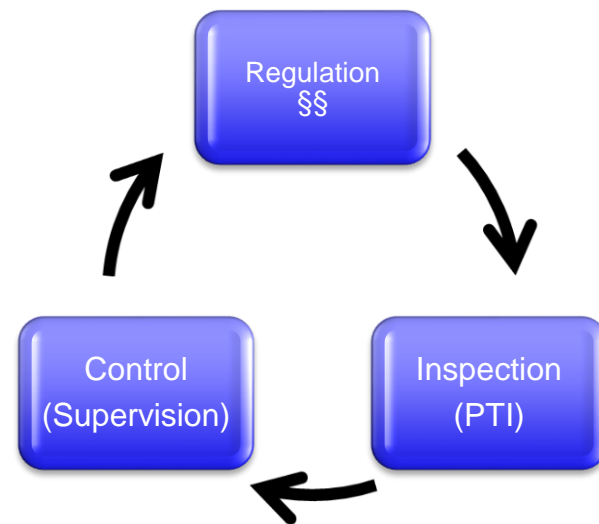
Directive 2014/45/EU - Important item

Establish national mandated supervising bodies
(requirements are written down in annex V)

- Authorizing of inspection bodies and inspectors
- Supervising all activities related on PTI
- Continuous evaluating the system of PTI and further developement

Aim:

- Closing the control loop!



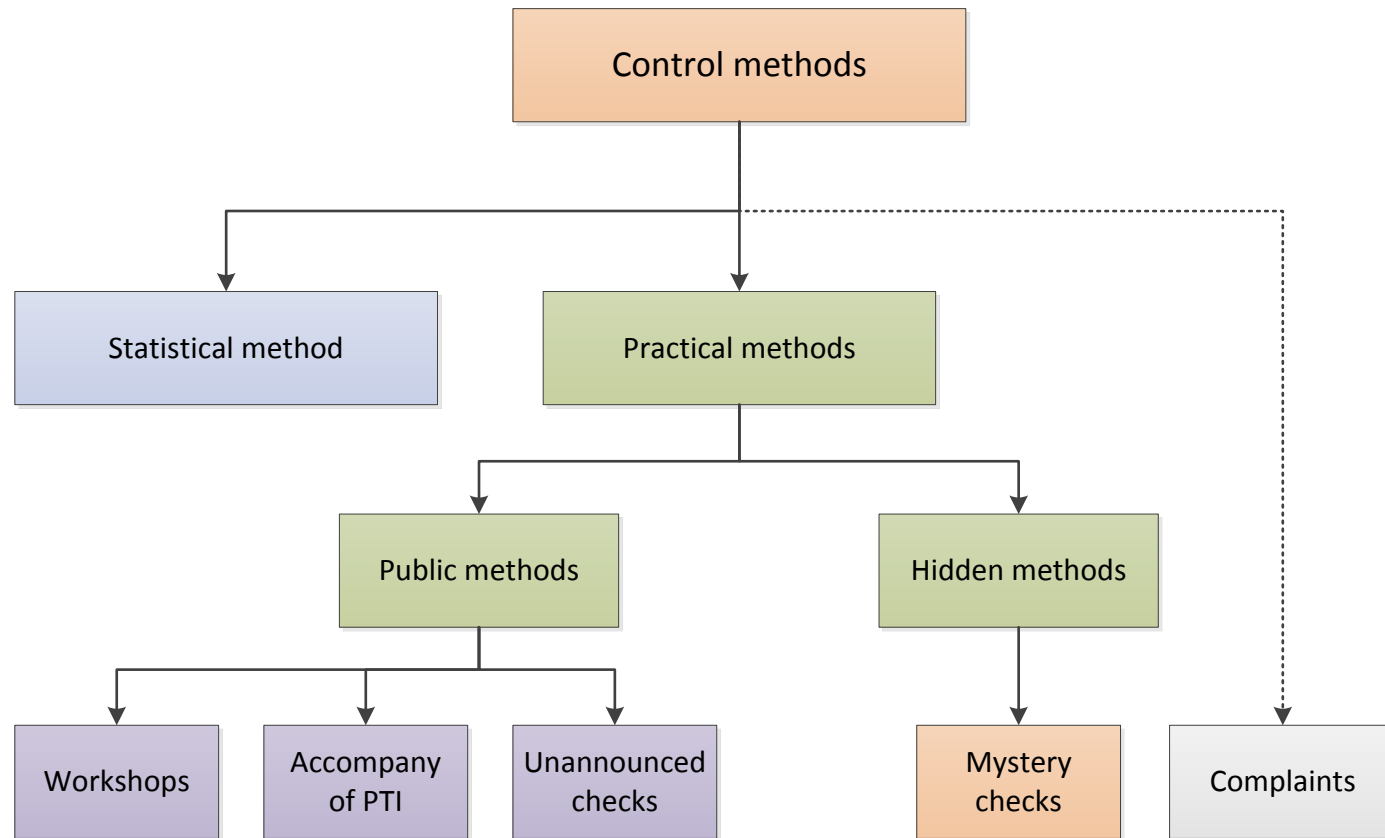


Information helping to safe and increase quality

- National regulations
- Accreditation EN ISO/IEC 17020
- Special conditions of authorities
- CITA Recommendation No. 9 Quality Requirements
- CITA Recommendation No. 18 Training & Competence
- Handbook on quality
Collection of best-practice (in work)



Quality control methods





Statistical methods

- Check a database or documents, evaluate obvious results
 - + Checking very easy a great number of documents, you can identify systematical fails.
 - + You can benchmark the inspectors, inspection stations, regions, business-units etc.
 - + You can search for special items/inspections.
 - + You can do it nearly everytime and everywhere.
- :
- No direct link to the process of the inspection (only paper!)
- No regarding definition of 100 % level!



Practical methods (1) Hidden methods

„**Mystery shopping**“ with specially prepared vehicles

- + Comparability of the results, how react a system in case of a fail.
- + Same conditions for all participants.
- In case of differences the inspector justify his work.
- No direct feedback.
- No validation of the complete system of PTI possible.
- Requires a lot of effort for preparing the test vehicles.

Complaints (not planable, they happen)



Practical methods (2) Public methods

Accompany of PTI

- + planable
- + systematical
- + open atmosphere
- + working routinely
- + direct feedback in case of fails

- Audit means stress and strain for the inspector, (“Don’t make a mistake!”)
- Inspector feels under suspicion!
- Flash shot, no interference to the daily doing
- It needs high qualified auditors



Practical methods (2) Public methods

Unannounced checks (four- eyes principle)

Two auditors re-check a car directly after inspection at the place, where the PTI was done.

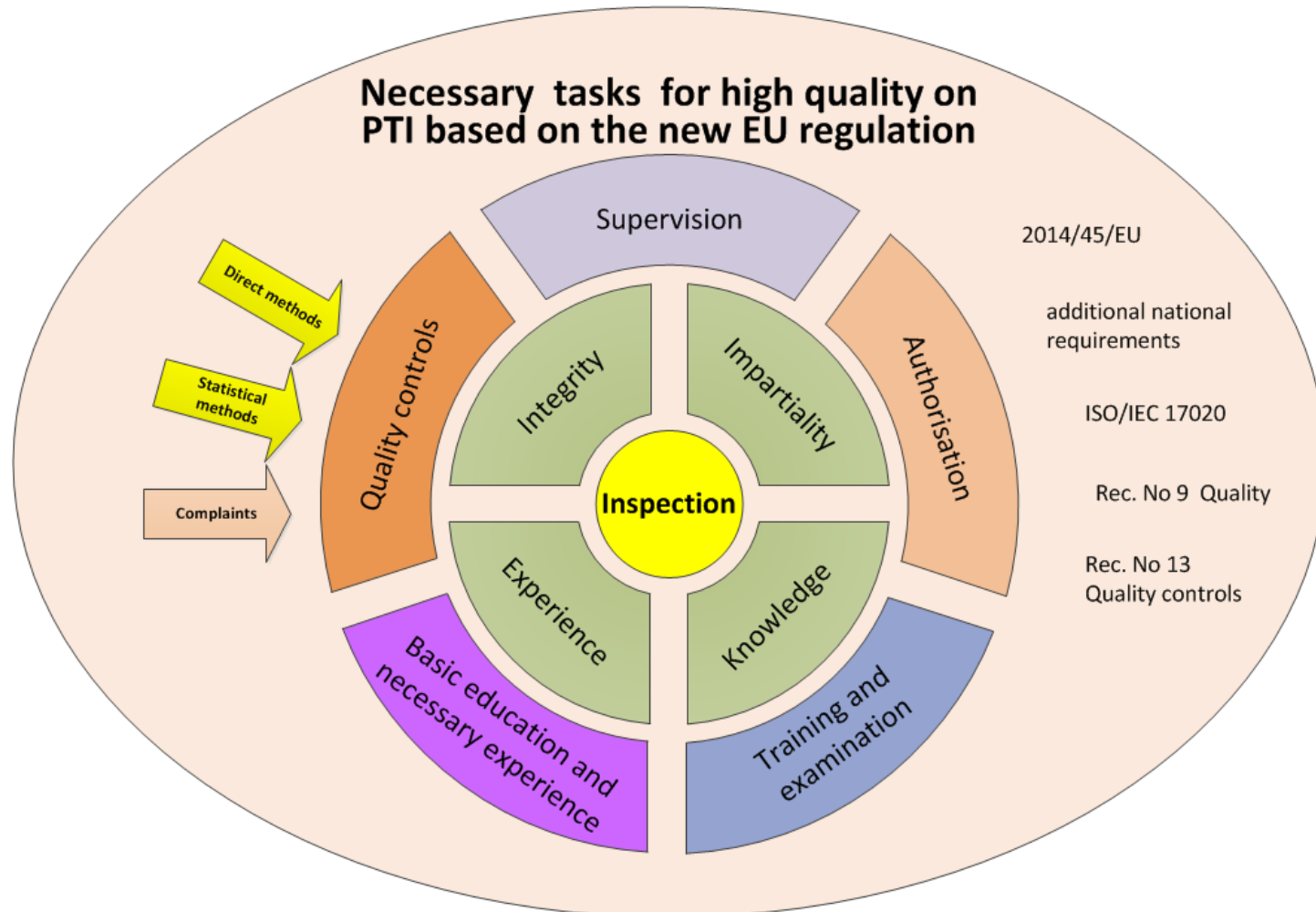
- + Planable and random based on a high number
- + Real life in different inspection stations or garages
- + See the result of spot check directy, quick response to the inspector
- + Supporting/helping the inspector in the area of conflict
- + No preparation before, only checking who is where
- Only checking the result, people don't watch the inspection
- Flash-shot, direct link to the doing of the inspector



<https://vimeo.com/66655900>



System of supervision - control loop





Summary

- With the new directive on quality, well-working systems for PTI are required, covering all parameters with essential influence on PTI.
- CITA recommends how it can work effectively to reach a high standard of quality.
- It is a „must be“ to supervise, evaluate and benchmark all activities closely by providing PTI.
- Practical and statistical control methods on agreed levels are necessary.
- We recommend to define a useful mixture and number of quality controls, based on uniform standards, analyzed by a central supervising body.



Looking forward

- EU set a directive to increase roadworthiness.
- Clear minimum requirements for all memberstates, mandatory from 2017.
- What happens then?
- Who will close this control loop?

Thank you for your attention!

More informations
www.qmev.de



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Discussion Forum

Presentation 4

EXPERIENCES FROM PTI BUSINESS IN SERBIA – CHALLENGES FOR PROFITABILITY AND INTEGRITY

Andrija Vujičić

Director of DUNAV Auto, Serbia





DUNAV AUTO

Experiences from PT Serbia - challenges for and integr

Andrija Vujičić

2015 CITA CONFERENCE Dubai, UAE



ABOUT DUNAV AUTO



Dunav auto was founded in 1999



With 350 employees and 80 inspection stations and 200.000 vehicles inspected annually it is the largest PTI organisation in Serbia



It is co-founder of National PTI association of Serbia (NATEP)



Since January 2014 it is member of CITA





The PTI regulation is significantly obsolete. PTI regulation dates since 1984 and ex-Yugoslavia;



Despite the introduction of the new “Road traffic safety law” in 2009, which is in compliance with EU directives, the PTI regulation (as the sub law act) has still to be introduced;



Other set of regulations that is related to the PTI industry was updated in 2009, along with “Road traffic safety law”, leaving only PTI regulation outdated.

BASIC INFO ON PTI REGULATION IN SERBIA



The PTI is compulsory when applying renewal of vehicle registration;



The PTI frequency is annual (one year) and 6 months for certain vehicle categories



The PTI and exhaust check are integrated as part of same inspection;



The Ministry of interior, department of road traffic police is in charge of PTI station authorisation and regulation enforcement;









The status of PTI regulations created environment that is challenging for the integrity and lucrative for the gray market speculators;



- The present PTI environment is harboured by the relations between insurance companies and PTI organisations;
- The compulsory MTPL insurance policies are sold in the PTI stations;
- The MTPL sales commission is regulated by “shadow economy”, establishing as the primary income of the PTI organisation, degrading the price of PTI check;
- Since the insurance competition is regulated by market principles, the PTI organisation in this relation have clear conflict of interest;
- The number of PTI organisation due to relations with insurance companies raised by 250% since 2001 and by 500% since 1991, despite the fact that price of mandatory PTI check reached level of 0 Euros.



PROSPECTS OF PTI BUSINESS IN SERBIA

-  •The main prospect is that the new PTI regulation will be presented in 2015, rounding the “Road safety law” package;
-  •Since Serbia is the EU membership candidate, the perspective is that in regards to EU membership negotiations the PTI importance will be emphasised;
-  •New PTI regulation is planned to introduce licensing of inspectors hopefully addressing the integrity issues of inspectors and their employers;
-  •The enforcement of insurance industry regulations will help in decreasing the influence of insurance companies on PTI organisation, which could lead to establishing the prices of PTI check.

nhblept.wordpress.com



DUNAV AUTO

**THANK YOU FOR
YOUR ATTENTION!**





CITA 2015



INTERNATIONAL MOTOR VEHICLE INSPECTION COMMITTEE

Conference and 17th
General Assembly

14-16th APRIL DUBAI U.A.E.

WWW.CITA-VEHICLEINSPECTION.ORG

Discussion Forum

Presentation 5

REDUCTION OF MANIPULATION BY INTELLIGENT SOFTWARE

Stefan Velkoski

Robert Bosch GmbH, Germany

HOSTED BY



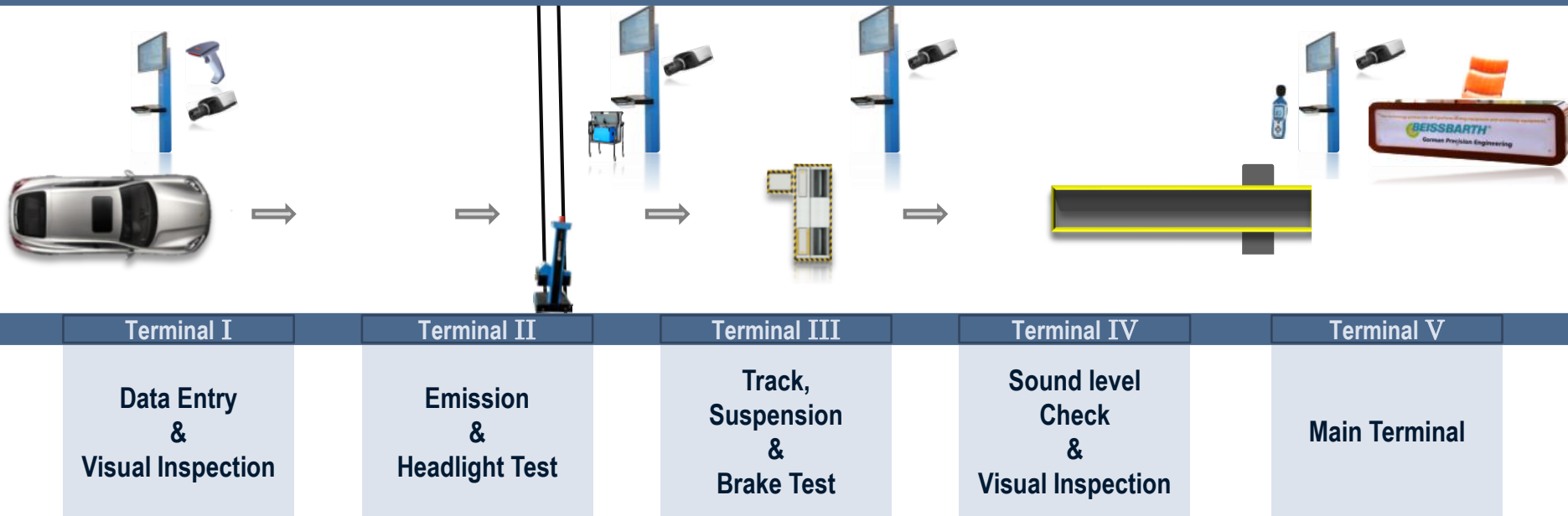
ENOC

الشريك الأفضل بقطاع الطاقة
Energy Partner of Choice

أكثر من مجرد فحص للمركبات
Beyond Vehicle Testing



Workflow of Test Inspection (example)



- Target:**
- Automatic Start / Stopp of Tests - Automatic Data Transfer
 - Quicker Tests / More vehicle tests per day
 - Reducing the waiting time for customers
 - User friendly and easy for employees
 - Anti-manipulation System

"Fully Automatic Test Lanes"



ICperform control – Controlling System



Central Server



BOSCH

Operation Control



Video Control



- ➔ Intelligent Software
- ➔ Access control
- ➔ Inspector verification
- ➔ Fingerprint and / or RFID



- ➔ On-line monitoring of ALL test lanes
- ➔ Access to line operating system
- ➔ Control of test procedure
- ➔ Access to test results



BOSCH

ICperform Operation – Streamline by MUSTER

Marketing

Booking

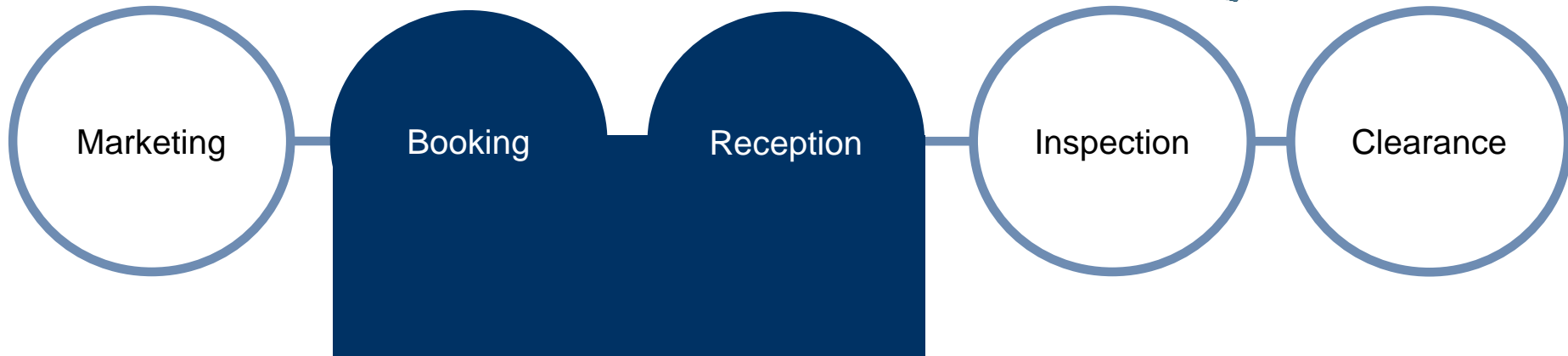
Reception

Inspection

Clearance

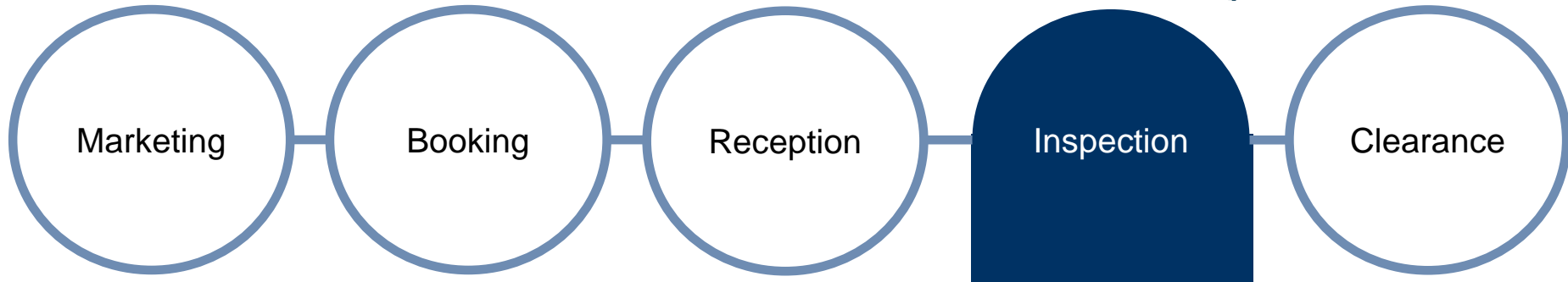
- Access and overview of customer data and operations for multiple stations. Data accessible for all stations and central management.
- Classifications for consumer and business customers.
- Variety of different pricing programs.
- Management of promotional campaigns (via email, sms/text, etc.) and commercial outreach to customers.

ICperform Operation – Streamline by MUSTER



- Customer can schedule preferred vehicle inspection times from home, or anywhere through smartphone or tablet.
- Real-time overview of daily booking status at inspection station's reception desk.
- Point of sale terminal integration and cash register functions, including per-item and promotional billing functions.
- Optimizes scheduling, thereby increasing customer throughput.

ICperform Operation – Streamline by MUSTER

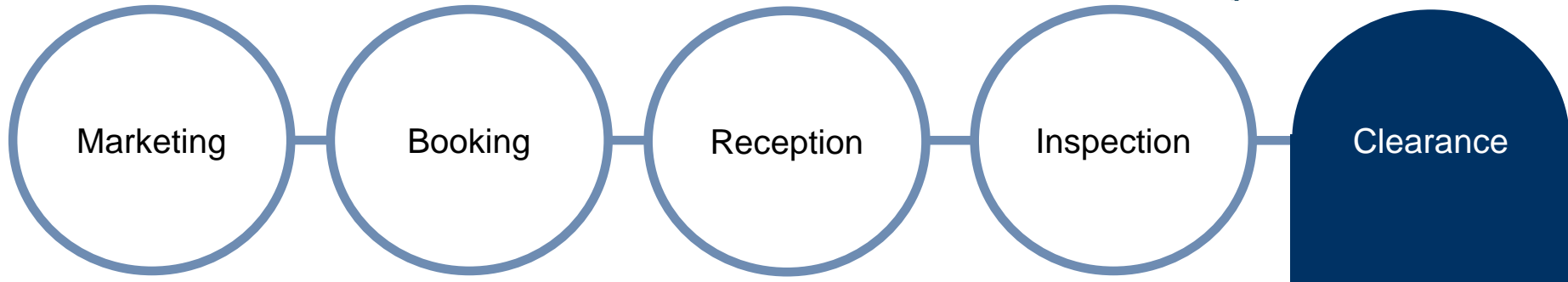


Inspection

- Enables vehicle inspection with tablet devices, smart phone, laptop or PC.
- Inspection process management and quality control.
- Integration of inspection equipment increases vehicle pass-through time.
- Integration available / planned for:
 - Bosch emission tester BEA 550-Series
 - Bosch brake and suspension tester BSA-Series
 - Bosch Headlight tester HTD-Series



ICperform Operation – Streamline by MUSTER



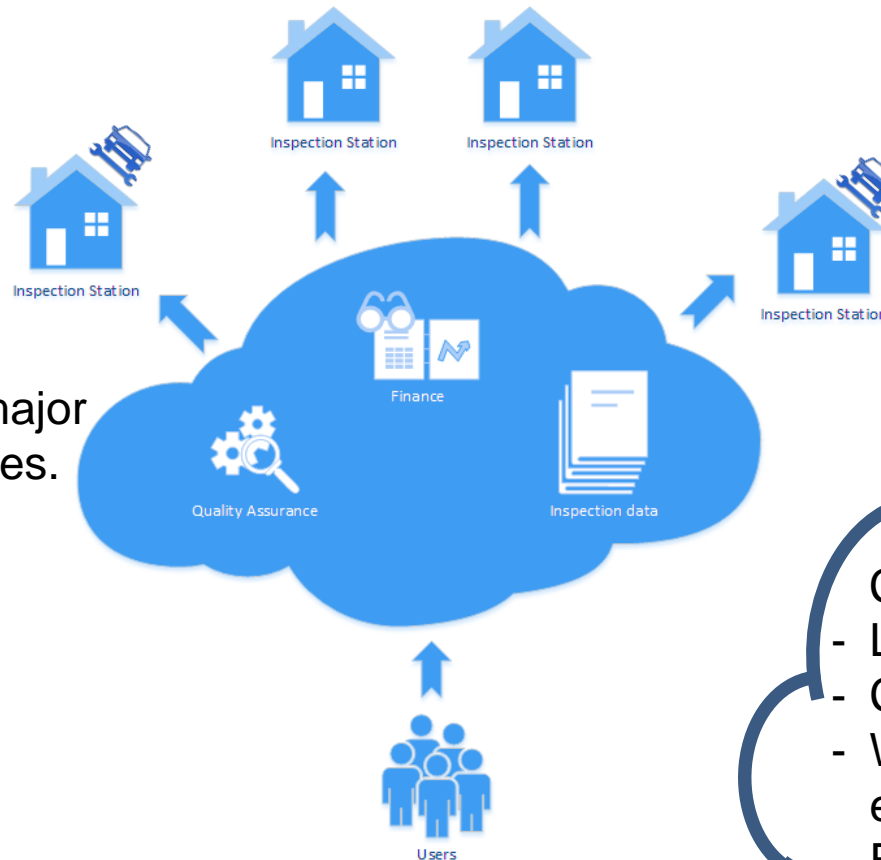
Clearance

- Fault identifying and reporting functions allow for vehicle inspection history to be retained. This allows for future trends to be predicted by station management.
- Wireless printout capability of vehicle registration certificates, invoices and inspection reports.
- Automated integration into national vehicle database/reporting system reduces time and cost spent on complying with national regulatory requirements.

Fast, Scalable, Secure and Easy to Deploy.



Available for all major consumer devices.



Built for both single and multi-site business models.

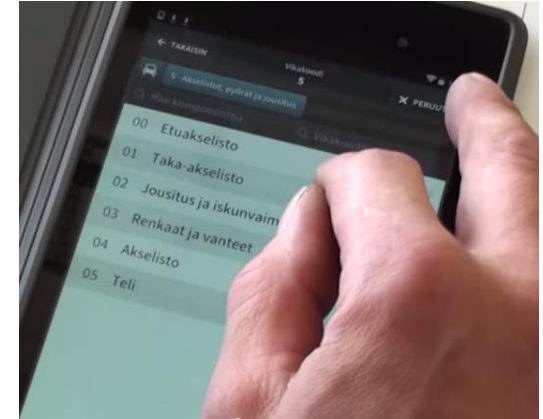
- Reduced personnel costs as one person can manage entire inspection process.
- Simple, intuitive and easy to learn user interface.

Cloud solutions benefits:

- Low investment costs.
- Continuous development
- Works fast, even on lower end devices.
- Flexible cost structure.
- Available 24/7.

Security and Data retention by MUSTER

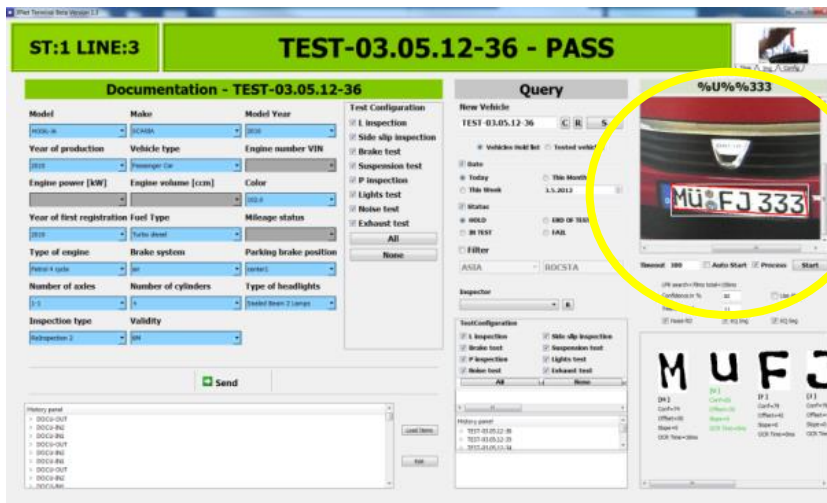
- **Cloud-based service is more resistant to technical failures than solutions where data is stored at a single location.**
- If an inspection office's work station or terminal program is unavailable, the system can be used on any other work station or terminal without loss of data.
- Automatic archiving of inspection data to centralized server environment.
- High reliability and encryption of key data at IT-provider is more secure than when stored on vulnerable PCs locally.



ICperform control – Controlling System

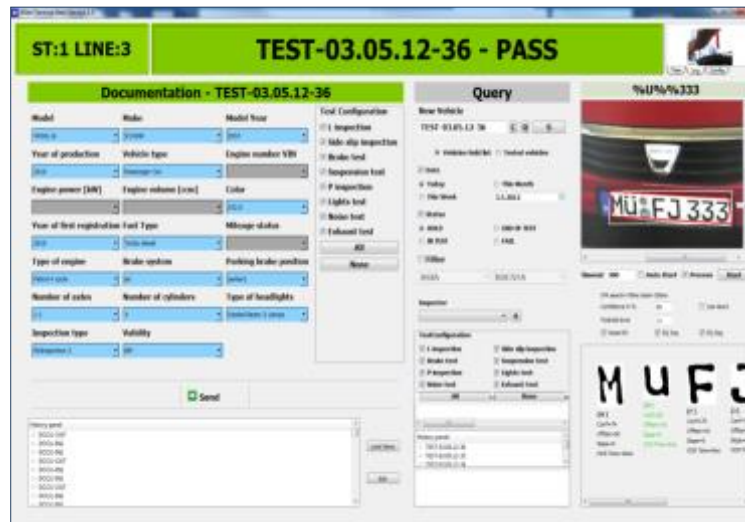


- ➔ Automatic Plate recognition
- ➔ Vehicle image for evidence
- ➔ Test Lane Monitoring
- ➔ Triggering the next device (f. e. Headlight Tester)



Why is ICperform an Anti-manipulation system?

- Picture of the vehicle is captured and can be saved with the result in the database.



- Using the 360° BOSCH Camera for the whole inspection center, gives a full control to watch and observe all test procedures.
- This controlling system can either be used internally in the same inspection centre or externally.



Reduction of Manipulation by intelligent Software

Stefan Velkoski - Robert Bosch GmbH

2015 CITA Conference, 14-16th April 2015, Dubai, UAE

Automotive Aftermarket

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BOSCH