

Digitising the Handover Process



We All Have the Same Goal

- 🎯 OEMs and LSPs are chasing the same goal - to deliver a vehicle on time and in a 'factory-fresh' condition.
- 🎯 But more importantly, when a vehicle is damaged, most OEMs are interested in being accurate on the liable party as this is the starting point for reducing future damages rather than an opportunity to blame someone or get quality issues fixed by someone else!



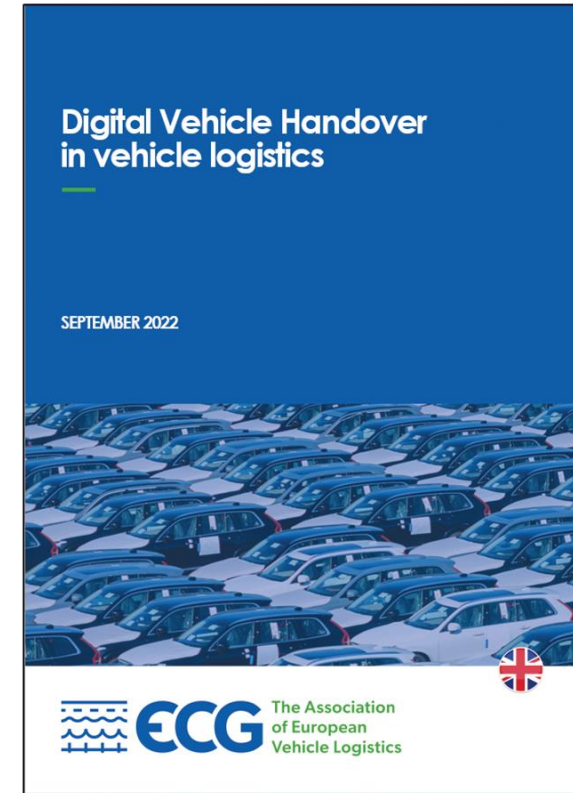
Spring Congress 2022 – a Reminder

Matt Holmes Presentation Summary

- 🎯 Digital Vehicle Handovers are here but a more joined up approach is needed
- 🎯 Data flowing freely reduces operating costs and protects margins
- 🎯 There is a push across stakeholders to do this and stop just talking about collaboration

ECG's Guide to Digitisation

- ECG has again used its platform as the voice of the sector to bring together OEMs, LSPs and technology providers to develop a common understanding and publish a guide to encourage current and new users of such technologies to build their technologies in such a way that interoperability between systems (whether recording images of the vehicle's condition, or capturing a visual inspection on a digital handheld device) could be achieved easier and at minimal cost.

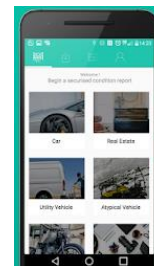
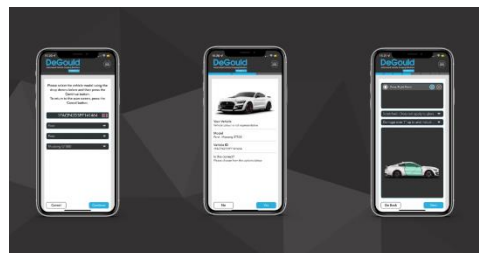
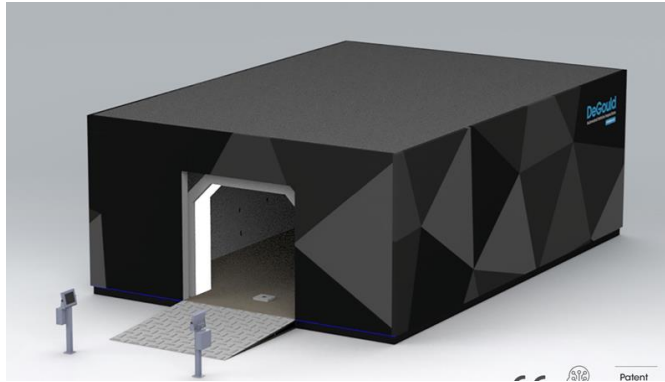


Technologies in Use Today

There are two distinct but connected digital technologies:

- ① Firstly, there are scanning arches and booths through which vehicles pass through, and which take thousands of high-definition images. Typically, these are based at the end of the production line and their purpose is to confirm the quality of a vehicle being 'factory-fresh'. These provide a record with evidence-based images.
- ② Secondly, there are a variety of hand-held devices and drive-through arches that record the condition of a vehicles at points of handover between LSPs, mirroring the paper-based processes most of us are aware of. Many of these are an integrated part of compound and transport management systems.

Vehicle Scanning and Digital Reporting Technologies



Why are UCM Global Interested in Digitisation?

- 🎯 We work primarily on behalf of OEMs and their Insurers
- 🎯 Our focus is on reducing damages through:
 - 🎯 Identification of damage ‘exceptions’
 - 🎯 Finding the root cause
 - 🎯 Finding or developing methods to avoid future repetition – remove the cause or propose protective measures
- 🎯 We want to remove inefficiencies such as paper-based processes as much as we can through digitisation

An OEM's Perspective

- 🎯 Ford of Europe and Ford of North America are constantly looking at ways to improve the delivery process of their vehicles. This includes general cost management, but another key focus is damage-free delivery.
- 🎯 A digital handover process will identify areas of interest to improve upon with the aim of reducing the time taken for the customer to receive the vehicles by avoiding the need for timely repairs.
- 🎯 With many Ford models moving between the two continents, Ford decided to move forward with digitising the quality and distribution process in both regions.



An OEM's Perspective

- Firstly, they took the time to understand the technology and what it could offer. They also realised that success was more likely if they found a solution that leveraged the LSPs current practices because essentially this was about refining and improving a process rather than creating a new process.
- Next, they calculated the benefits of time, process speed improvements, direct and indirect costs compared to the current process.



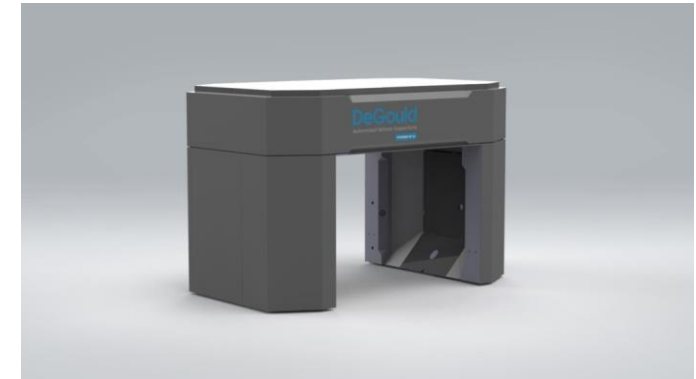
An OEM's Perspective

- Once they had identified the technology providers, they committed the investment and resources required to adapt the technology so that it was fit for purpose. The handover solution is provided by an app that can be downloaded in IOS or Android 'flavour'.
- It was also recognised that many companies were already collecting damage data digitally and the last thing they needed was a demand to do the same inspection twice. Therefore a 'plan B' was designed that the LSP could download their own data into a central database to provide the information with minimal extra effort.



An OEM's Perspective

- ➊ Additionally, Ford took the opportunity to implement end-of-line quality control scanners which contribute to a single view of the vehicle, thus enabling UCM to confirm that the vehicle left the plant in a 'clean' state.
- ➋ The benefit of this is to remove incidents of warranty damages being perceived as transport damage and the wrong party being held liable, part of an initiative to create a fairer working environment.



Digital Vehicle Passport – A Single View of All Handovers

DeGould

Automated Vehicle Inspections

Help

Damage Details

▼ Bumper/Cover/Exterior, Front (front), Created on 05/04/2022 at 18:19:42 +00:00 -- (05/04/2022 at 18:19:42)

Position:03 - Bumper/Cover/Exterior, Front


Description:12 - Scratched - Does not apply to glass

Severity:Damage over 1" up to and including 3" in length / diameter - 2.5 cm up to 7.5 cm


Notes:

Reported By:


Email Address:




VIN



Sketch



Meter



Indicator

Scan details


Date:05/04/2022 at 18:19:42 +00:00 -- (05/04/2022 at 18:19:42)

Carrier Details

Name:

Description:

BUREAU
VERITAS

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Sustainable Quality | Global Expertise

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UCM's Role in Supporting this Digital Development

- 🎯 We are able to integrate data from all sources into our claims system seamlessly
- 🎯 Better data, faster, consistently
- 🎯 We accept these solutions won't be perfect on 'Day One', but this is headed in the right direction
- 🎯 We keep learning
- 🎯 Damage benefits no-one!