CARe

QUINTIQ

CASE STUDY

CARe Schadeservice improves planning and efficiency with Quintiq

MARK DE VOS, CARe COMMERCIAL MANAGER:

"Previously, we had to call all our customers after every disruption to the normal planning to tell them that their car would be ready later. Now we first use the Quintiq software to examine the consequences of a disruption and see what problems we can solve for ourselves."

Rapid and efficient customer assistance is vital in automotive body repair. Bodywork repairer CARe's response to this requirement was to select advanced planning software from Quintiq. The results were remarkable. Efficiency increased by approximately 5%, while the time taken for repairs fell by some 20% (i.e. from 5 to 4 days).

CARe Schadeservice is a chain of automotive body repairers with 48 branches in the Netherlands. The company employs about 950 people, who repair close to 100,000 passenger cars to high professional standards each year. CARe Schadeservice is part of the publicly listed Athlon Holding, which operates in the lease and body repair market. The company's head office is in Vianen.

MANUAL

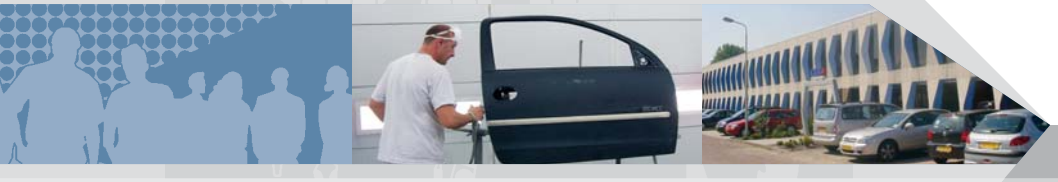
The various branches used to work with the familiar planning boards, where the planning for each damaged vehicle was marked manually using coloured cards. However, the rapid expansion of the activities, the pressure on costs to increase efficiency and the increasing demand for ever higher service levels prompted CARe to investigate an automated approach to planning. The most striking disadvantage of a manual planning board is that each disruption to the planning, such as an employee reporting sick, or lengthy breakdowns of critical equipment, has far-reaching consequences for the entire planning. By automating this process flexibly, a company can help planners avoid wasting time reorganizing all the activities when disruptions occur.

CAReView

CARe turned to Quintiq partner Capgemini to explore the opportunities in greater detail. Capgemini started by executing a Scan Demo Project, in which all a customer's processes are mapped out, and a demonstration is developed for one or more key processes. The demonstration convinced CARe to deploy the Quintiq application – which is known as CAReVIEW internally - widely throughout the organization. Capgemini was responsible for the implementation at two sites, with the close involvement of CARe's own staff, who were then able to roll out the system to the other sites under CARe management. The background to this approach was the introduction of CAReFLOW, CARe's new business information package, which was developed in house and also rolled out by their own staff. CAReFLOW controls the organization's logistics, personnel and financial processes. Both CAReFLOW and CAReVIEW are provided to all sites using Citrix software from the central location in Vianen, so that head office has continuous insight into all current data.

VARIABLES

CARe's new CAReVIEW is able to produce the best possible plan for the seven steps involved in a repair (washing, dismantling, spraying, preparation, panel work, assembly and cleaning). It was decided to base the provisional planning on the initial information gathered by the CARe employee, with an estimate of the scale of the damage being used to generate start and end dates for the process, leading to the initial



MARK DE VOS, CARe COMMERCIAL MANAGER:

"Efficiency has increased by 5% on average through simplified planning, and the elapsed repair times have fallen by 20% through the use of Quintiq."

planning. The following step is the workshop planning, which schedules the necessary work and the appropriate employee, as well as the resources. The workshop planning also includes the completion of activities and sub-activities. The Quintiq solution enables a wide variety of variables to be taken into consideration in the planning system, such as the knowledge and experience of each employee and the material requirement. The system is also linked to a database of car manufacturers containing standard times for a large number of repairs (Audatex). The combination of all the above data provides detailed and reliable planning.

BALANCED WORKLOAD DISTRIBUTION

Because the branches use a central information system, it is also possible to plan on chain level. In other words, CARe is able to create a balanced workload distribution across all branches, which was previously impossible with the traditional approach, often resulting in an imbalance in the workload of the various branches.

Mark de Vos, CARe commercial manager, also points to the new facility of providing services through service stations. "We offer this facility in places like Haarlem with no workshop, but where we do have a service station. Damaged vehicles can be brought here and scheduled for repair at a workshop in the vicinity with capacity available. We can do this because we now have a central overview of the capacity."

BENEFITS

The new system has led to various improvements at CARe. For instance, efficiency has increased by 5% on average because of the simplified planning. Elapsed repair times could be reduced by 20%. The head office also benefits from a uniform approach, because current management information is constantly available on staffing and planning. For the customer, an important advantage of the new system is that he is helped sooner and also gets his car back faster. Lease companies also benefit from this speed, because their customers have less need of relatively expensive replacement transport. Furthermore, delivery reliability has increased. "Previously, we had to call all our customers after every disruption to the normal planning to tell them that their car would be ready later", Mark de Vos comments. "Now we first use the Quintiq software to examine the consequences of a disruption and see what problems we can solve for ourselves. The new planning system has also yielded significant benefits for our large branches with some 25 staff. Managing using the traditional planning board was no longer adequate in these branches, but the new solution has changed all that, and we are able to resolve bottlenecks far more easily, thanks to the flexible facilities for rapid replanning."

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