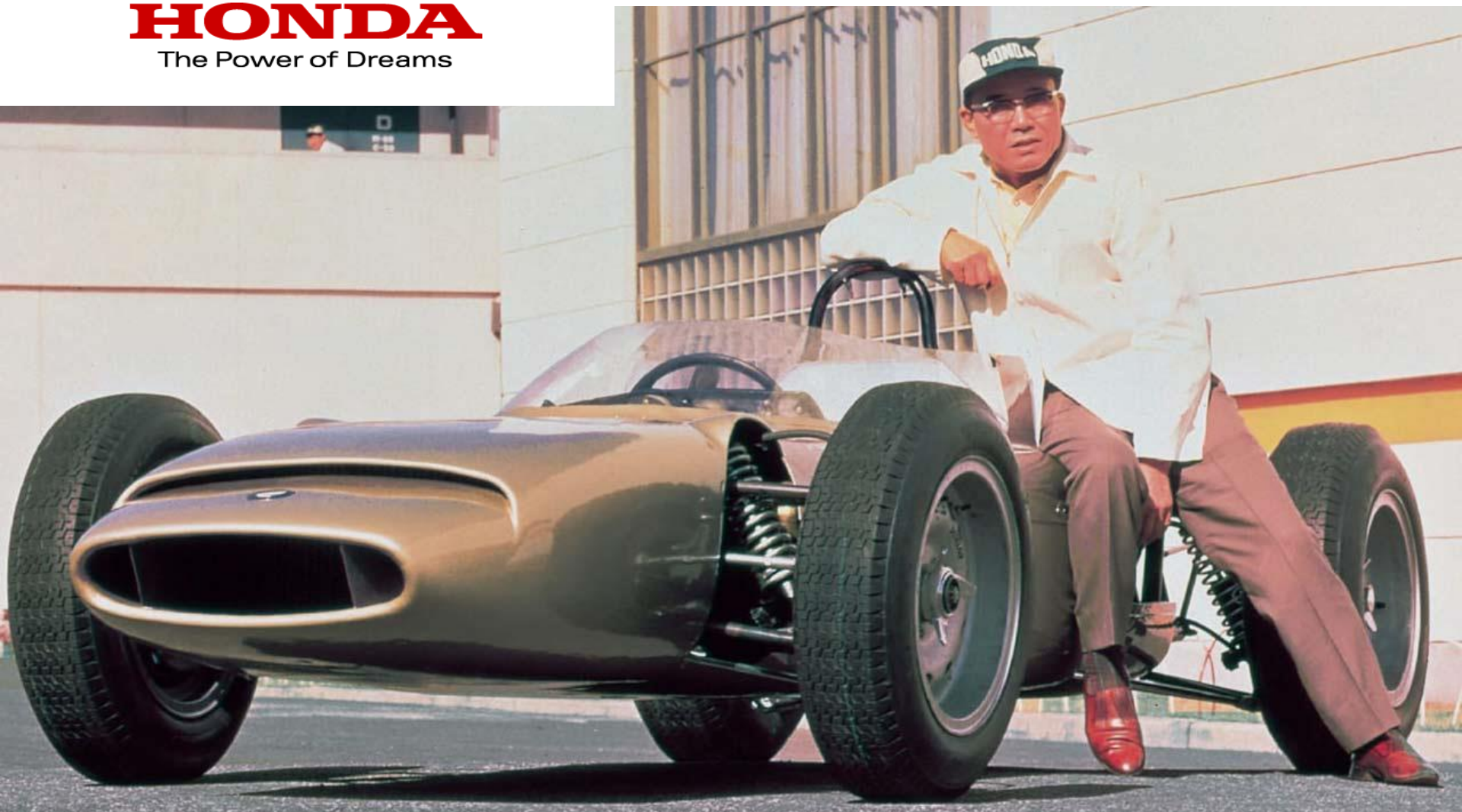


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The Power of Dreams



Honda SA – Approved Panel Shops

Gregory Arumugam – CSO Area Manager

## ***Current Situation***

- Tough Market situation,
- Declining UIO,
- Decline in workshop throughput,

## ***Discussion Points***

- 1) Back-orders,
- 2) Pricing,
- 3) RFC Policy



## Back-Orders

- 14-21 Working days (Normal Lead time)
- Previous all parts procured through Europe – High parts pricing & Long Lead Times
- Moving over to direct supply – Europe, Japan, India, Thailand.
  - Competitive pricing,
  - Supply issues to SA due to minimal demand compared to larger markets.
- Direct line to suppliers – Speedy response time on ETA's. Plan for a day or two. (Considering the time difference.)



## **RFC's**

- 7day Return Policy for all moving parts (Stocked items)
- 35% Handling Fee,
- Specially ordered parts – Not returnable,
- Back-ordered Parts cannot be cancelled



## Parts Pricing

- 1) Fully Imported, (USD/ZAR exchange rate plays a important role in pricing)
- 2) Landed Cost factor affects pricing,
- 3) Logistic costs varies due to types of order (Air & Sea),
- 4) Procurement places urgent orders based on availability & logistic costs from various suppliers.



## **Save A Car Programme**

- 1) Unofficially launched in 2016 – limited results,
- 2) Officially in 2018/2019 – Better results but many write-offs due to limited pricing support ,
- 3) 2020 – Additional support on Save A car requests
  - Save A Car process to be followed,
  - Automatrix System upload,



## **SRS Recall – Safety Critical**

- 1) +/- 65 % Completion,
- 2) Outstanding older models ( 2014 & Older)
- 3) Recent Approved MBR assist – Good results in getting in outstanding Vehicles.
- 4) Concentrated ongoing efforts for completion
- 5) Website Vin Check, whereby client/MBR can check Vins affected convenience.
  - Call centre client contact



 **PLEASE CHECK**

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## **HSAF – 2020 Field Support**

- 1) CSO Area Manager MBR Visit,
- 2) Confirm current situations,
- 3) Escalate & support parts & technical requests through dealers,
- 4) Ongoing efforts for completion of SRS recalls,





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*Success is 99% Failure – Soichiro Honda*

*Thank You..*

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