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TPS

INSIDER

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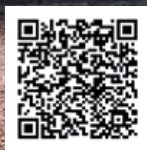
Let's get digital

THE BIG READ

The fight is on:
Counterfeit vs Genuine Parts

GROUP ICONS

In search of the Yeti



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Matt Rawlinson
Digital Marketing
Manager

HELLO AND WELCOME...

...to the latest issue of TPS Insider.

Our main feature, The Big Read, considers the benefits of genuine parts compared to counterfeit parts, and why fitting fake parts to a vehicle should never be an option.

As counterfeiters seek to flood the market with unsafe, unregulated parts, we look at how increased awareness of this illegal trade is enabling UK garages to fight back to protect their customers.

We also shine the spotlight on Aftermarket Magazine's Top Technician & Top Garage Awards. The well-established competition saw TPS join as a first-time sponsor, and we report on the best-in-class winners from the awards night, including TPS customer, Shaikly Motor Company.

For our Group Icons, we are on the hunt for the Yeti, with the fabled tale of how the popular ŠKODA SUV/4x4 crossover became a monster success.

Our regular technology focus, Tech Talk, gets into cruise control to discuss driver assistance systems. In keeping with the technology theme, Business Builder looks at why it's so important for garages to be connected, with advice and tips on how get the best out of online business tools.

Finally, in our 10 Minute Interview, we chat with Daniel Boulter, the new Centre Manager of TPS Gatwick, about how he is settling into the role. Daniel discusses why excellent customer service is so important to him and his team, and how a customer's insistence on using Genuine Parts has helped them to secure victory in one of the UK's most famous speed trial events.

All the best,

Matt

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DIGITAL CONTROLLER

GETTING INTO CRUISE CONTROL WITH DRIVER ASSISTANCE SYSTEMS



Ben Knight, Technical Support Specialist for Volkswagen Group One Aftersales, returns to Tech Talk to give his thoughts on driver assistance systems.

With a focus on the four most common assistance systems, Ben explains the technology behind the driver aids that the modern motorist can't do without.

ASSISTANCE SYSTEM

Modern vehicles are available with the option of various Advanced Driver Assistance Systems (ADAS). These use hardware and software in conjunction with existing systems such as the steering, brakes and headlights, to make the driving experience safer and more convenient.

WHAT ARE THEY?

Four of the most common assistance systems found on Volkswagen Group vehicles are:

- Adaptive Cruise Control (ACC)
- Automatic Emergency Braking (AEB)
- Lane-Keeping Assistant (Lane Assist)
- Dynamic Light Assist

Adaptive Cruise Control (ACC)

ACC uses a radar on the front of the vehicle to measure the distance to the vehicle in front. When the system is activated, the distance between the two vehicles is continually monitored. Signals to the Engine Control Unit (ECU) then adjust the vehicle's speed to ensure the distance to the vehicle ahead remains constant.

The system has multiple distance presets that can be selected by the driver, all of which are greater than the minimum recommended following distance. If the vehicle in front brakes, the ACC system reacts to slow down the vehicle by sending signals to the ECU to reduce the throttle input, or to the ABS control unit to apply the brakes.

Automatic Emergency Braking (AEB)

The AEB works using the same front-mounted radar as the ACC, by monitoring obstructions ahead of the vehicle. If the vehicle approaches a hazard and the brakes are not applied in time, the system will brake automatically – just hard enough to stop the vehicle before an impact occurs.

ACC & AEB MAINTENANCE

There are, as with any assistance system, external factors to the ACC and AEB that may affect its performance. These could include any damage or heavy dirt contamination to the front radar sensor or an electrical or mechanical fault with the braking system, engine or automatic gearbox.

The systems will detect these and warn the driver as well as deactivating the affected system to avoid any incorrect distance calculations or false braking events. An automatic emergency braking system is now a requirement to obtain a 5-star NCAP safety rating for any vehicle.

Lane-Keeping Assistant (Lane Assist)

Lane Assist uses a camera mounted at the top of the windscreen to detect and monitor the lane markings on the road and keep the vehicle in its lane. If the driver drifts across the lane markings, the system will intervene by sending a signal to the power steering control unit to steer the vehicle back towards the centre of the lane.

A light in the instrument cluster indicates whether road markings have been detected

and whether the system is active. Lane assist can be manually deactivated should the driver choose if the indicators are used when changing lane and there is no intervention by the Lane Assist system.

Dynamic Light Assist

Dynamic Light Assist looks at the vehicle's speed, inclination angle, steering wheel angle and data from the front windscreen mounted camera to assess traffic ahead. When traffic is detected, the windscreen camera sends a signal to the headlight control unit to automatically dip the headlights so as not to dazzle oncoming vehicles. When there are no vehicles ahead, the system automatically activates the full-beam lights.

Dynamic Light Assist also features dynamic cornering lights. Here the data from the steering angle sensor and individual wheel speeds is used to detect when the vehicle is cornering. Small motors in the headlight clusters move the headlight beam left or right, depending on which way the vehicle is cornering, to illuminate more of the road ahead.

LED matrix headlights are also available on some of the latest Volkswagen Group vehicles. They use up to 75 individual LEDs in each headlight cluster to control the dipped and main beam light functions.

CALIBRATION

Calibration of the ADAS system is required if any of the sensors, camera or control units have been replaced, have moved

(for example a front bumper repair or a windscreen replacement), or if the wheel alignment or vehicle's ride height has been changed.

Without the correct calibration of the front radar, the front camera or dynamic headlights, the functions of the system will be impaired. If any of the ADAS control units detect a fault, the system will be deactivated and the driver will need to visit an approved repairer to recalibrate the system.

For Volkswagen Group vehicles, there are either static calibration or dynamic calibration.

Static calibration

Static calibration is performed in the workshop. The vehicle is driven into a dedicated area or onto a four-wheel alignment ramp. The area will have been pre-calibrated when installed to ensure it is flat and level.

The vehicle's ride height is checked, as well as the wheel alignment. For the adjustment of the ACC radar, a radar reflection board is placed an exact distance and height in front of the vehicle. For the front camera, the same is done with a target board printed with a unique pattern.

Communication with the car via a Volkswagen diagnostic computer is established and a calibration test is carried out. The control unit stores the measurements and the process is complete.

Dynamic calibration

Dynamic calibration is carried out on the road. A programme will be started via the Volkswagen diagnostic computer and the vehicle is driven in calibration mode until the programme indicates a successful outcome has been achieved. Dynamic calibration is the preferred method, however in some cases a static, or a combination of both methods, will be required to successfully complete the process.

ADAS systems make driving safer, easier and more enjoyable. The use of these systems reduces accidents and enhances driving situations such as nighttime or motorway driving.

The safety and convenience provided by ADAS systems will eventually be commonplace on all vehicles, with the scope to evolve further to provide even greater functionality in the future.

GARAGE AWARDS REACH FITTING FINALE

TOP TECHNICIAN & TOP GARAGE AWARDS SPOTLIGHT

The Top Technician and Top Garage 2022 Awards, in association with Aftermarket Magazine, have reached their finale. With TPS as a first-time sponsor of the awards, it was particularly fitting to see TPS customer, Shaikly Motor Company win one of the top honours, the Multi-site Garage award.

Colchester based Shaikly Motor Company took the prestigious prize at the Top Technician and Top Garage Awards evening, held at the DoubleTree by Hilton in Coventry, on Saturday 1 October.

It was the culmination of a finals day that saw managers and owners from the nominated garages face the panel of judges, with the final assessments and related tasks taking place at the Delphi Technical Training Centre, in Leamington, Warwickshire.

Following the final round of assessments, it was onto the awards evening to announce the 'best in show' from the finalists who had

worked their way through various rounds since the competition launched earlier in the year.

TPS Regional Sales Manager, Tony Trotter, a judge for Top Garage in the Multi-site category, presented the Multi-site award to the Shaikly Motor Company team. As well as the main award trophies, special large-scale Volkswagen Camper Van Lego sets were also handed to the Top Technician and Top Garage Multi-site category award winners on the night.

Tony Trotter said: "It's important to be involved in the Top Technician and Top Garage 2022 Awards, as many of those taking part are ultimately our customers and it's right we show support to them.

"These are customers pushing the boundaries and embracing new technology in a fast evolving market. The standard has been very high throughout and it's wonderful to see and be involved in the judging process.

"The Volkswagen XL1 we brought to put on display also grabbed a lot of attention. It shows how what was once considered cutting edge can be quickly overtaken by fast evolving technology and why garages and TPS need to keep pace with the changes in our sector."

The Volkswagen XL1, one of the first electric vehicle (EV) concept cars launched in 2014, was on display outside the Delphi Technical Training Centre. It proved to be a real talking point and one of the star attraction exhibits on display.

Andrea Lancaster, TPS Marketing and Communications Manager said: "TPS are delighted to have been a first-time sponsor of the Top Technician and Top Garage 2022 competitions.

"We work with TPS Centres to enable independent motor traders and garages to be 'Genuine Heroes' to their customers, keeping them on the road, and their lives mobile.



The standards of excellence and best practice they are asked to aspire to was very much evident amongst the businesses and individuals who made it through as finalists for the Top Technician and Top Garage 2022 Awards.

"Those qualities of business and personal excellence were exemplified by TPS customer, Shaikly Motor Company, who deservedly won one of the top awards.

"It's been a wonderful first year as a sponsor and a real honour to work with some of the technician and garage 'Genuine Heroes' of the aftermarket sector."

The Top Technician and Top Garage 2022 Awards are run and hosted by Aftermarket Magazine, one of the leading trade magazines for the aftermarket sector. Now in its 20th year, thousands of technicians from independent, fast fit and franchise workshops have entered Top Technician and the benefits to the careers of the chosen few that made it to the finals have been priceless.

What accompanies this is the right environment, which is why Top Garage was launched in 2018 and is designed to highlight the best garages in the country. The two competitions have been running side by side since 2018.

For more information on the Top Technician and Top Garage 2022 winners scan the QR code or visit tps.trade/top-technician-and-top-garage



GOING IN SEARCH OF THE YETI



WE ARE GOING OFF-ROAD FOR THIS GROUP ICON, TO EXAMINE HOW THE **ŠKODA YETI** SUV CROSSOVER BECAME A MONSTER SUCCESS.

DESPITE ONLY BEING FIRST SPOTTED IN 2009, IT ACHIEVED CULT STATUS IN A SHORT SPACE OF TIME.

When ŠKODA unveiled the Yeti as a concept car at the 2005 Geneva Motor Show, it created a big impression in the compact SUV category. That first impression continued into its production run, with the Yeti's feel of a go-anywhere off-roader combined with the packaging of a small family estate, making it an instant rival to the Nissan Qashqai – the SUV market leader at the time.

The Yeti was launched in both petrol and diesel versions, all of which were four cylinder and four-stroke turbocharged, with the petrol engines fuel injected and the diesel versions equipped with Turbocharged Direct Injection (TDI) system.

Most engines were offered with six-speed manual transmissions and the four-wheel drive variants also utilised the fourth generation Haldex Traction multi-plate clutch to transmit the drive to the rear wheels. It also included the fully independent multi-link rear suspension first seen on the Golf Mk5, to complement the fully independent front suspension.

One of the Yeti's most interesting features is the off-road button, which allows all assistance systems to be switched to a special off-road setting. In this mode, the sensitivity of the accelerator pedal is reduced and the Hill Descent Control is deployed, a system that uses controlled braking to maintain a constant speed when descending steep slopes.

It makes the Yeti both versatile and fun to drive, whether it's taking on traditional tarmac roads or powering its way through more challenging conditions.

Inside the car there is an array of creature comforts, most notably the VarioFlex seating system which provides the Yeti with over 20 different seating combinations. It also features Automatic Park Assist, front heated seats and a large tilt and slide two-piece panoramic sunroof – a monster-sized package of features that help put the Yeti amongst the best of the big beasts in the SUV crossover market.

With the original Yeti selling well, the new upgraded Yeti and Yeti Outdoor models were unleashed onto the market, with a first sighting at the 2013 Frankfurt International Motor Show.

While the sleeker Yeti is more suited to urban driving, its country cousin the Yeti Outdoor, with its 138bhp 2-litre turbo-diesel engine and rugged styling, is better built for off-road adventures. Both models were also the first ŠKODA cars to offer a rear-view parking camera.

The upgraded Yeti continued to perform well in the SUV crossover market, with the 13,600 registrations achieved in 2016 providing its best ever year for sales. However, a year later the legend of this particular Yeti was no more, as its production run ended and it was replaced by the larger Karoq model.

The ŠKODA Yeti achieved a lot in a short space of time. Despite a relatively short production run, it achieved a cult following, even spawning its own enthusiasts' community, the Yeti Owners Club, www.yetiownersclub.co.uk

While the end of the production run means reduced sightings of the ŠKODA Yeti on UK roads, those that remain and the enthusiasts that drive and adore them, will help to ensure the legend lives on.

COUNTERFEIT PARTS VS GENUINE PARTS

THE SUPPLY OF COUNTERFEIT CAR PARTS IS A MULTI-BILLION POUND GLOBAL BUSINESS BUT INCREASED AWARENESS OF THE ILLEGAL TRADE IS ENABLING UK GARAGES TO FIGHT BACK.

CURTIS HUTCHINSON REPORTS



What do designer handbags, luxury watches and high-end fashionwear have in common with car parts?

They are all commodities targeted by counterfeiters out to dupe consumers by ripping off trademarked brands with cut-price, low-grade alternatives.

It is big business. Worth around €119bn in Europe alone, with links to organised crime.

The activities of counterfeiters are shameless, even exploiting the Covid-19 pandemic with counterfeit supplies of personal protective equipment, testing kits and medicines. Just as providing counterfeit versions of essential safety equipment in the midst of a pandemic has major consequences, the safety implications of unwittingly buying and using counterfeit car parts is equally as serious.

Despite this, there is a thriving trade in the supply of counterfeit car parts direct to consumers. Pirates use online platforms and social media channels to promote and sell their

goods, favouring the immediacy of being able to post at short notice before disappearing back into the digital underworld.

Car owners are enticed by low prices and adverts with the suggestion of authenticity, claiming the parts are genuine – and they follow this through to the branded packaging they are dispatched in.

While vehicle manufacturers work closely with law enforcement and some have anti-counterfeiting detection measures in place, the practice is still rife.

Commonly counterfeited car parts include filters, spark plugs, lights, wheel rims, seatbelts and even air bags, all essential components with potentially fatal safety implications.

Particularly dangerous are counterfeit brake pads, with some allegedly made from compressed grass cuttings dyed to look like rubber, with the makers unconcerned about how quickly they will crumble and fall apart with lethal consequences.

The increased online accessibility to car parts without verifiable provenance prompted the UK's Intellectual Property Office (IPO), to join forces with the garage sector to launch a campaign in 2018 to raise awareness of the issue amongst consumers and workshops.

The 'Driving For Change' campaign explained the full scale of the problem across the motor industry and offered advice to consumers on how to identify counterfeit vehicle parts, tips for buying genuine parts and how to report counterfeit goods.

Launching the campaign, Dr. Ros Lynch, then Director of Copyright and Enforcement at the IPO, said: "It's clear counterfeit vehicle parts can pose a serious risk to drivers, passengers and other road users, with potentially life-threatening results.

"Criminals who produce counterfeit vehicle parts have no concerns about public safety and they use this as an opportunity to profit at the expense of others.

"We are committed to protecting the public from these dangers. This collaboration between government, industry and law enforcement offers us an opportunity to raise awareness, change consumer behaviour and remove these dangerous products from the market," Dr. Lynch continued.

These words still resonate today with the campaign continuing to act as a cornerstone for best practice across the garage sector.

However, with the cost of living crisis and inflation driving up motoring costs there is a danger of corners being cut when sourcing cheaper replacement parts.

Four years on and the success of the campaign in raising awareness of the dangers of counterfeit parts among consumers and workshops is acknowledged by Stuart James, Chief Executive of the Independent Garage Association (IGA), which represents over 4,000 businesses across the UK.

"The campaign definitely helped raise awareness of the seriousness of the variety and volume of counterfeit parts in circulation and reinforced the importance of garages sourcing parts from reputable suppliers.

For many garages this was a case of following best practices already in place and continuing to buy parts from trusted suppliers," he said.

He believes the campaign helped to significantly reduce the number of customer supplied parts being fitted by garages. It's a trend that has grown through easy access to parts online and has resulted in garages unwittingly fitting genuine looking parts but with unknown provenance and no guarantee of build quality or safety.

"We have always strongly recommended to all independent garages that they do not fit consumer supplied parts. There's an overwhelming safety concern because if these parts are counterfeit and fail, which in many cases they do, then the garages will be held liable for fitting them."

"For these reasons, garages should only ever fit legitimate OEM or equal quality parts sourced through reputable suppliers. These parts are built for the job and covered by manufacturer warranties, unlike those sourced by consumers from websites or online bidding sites," he said.

In the past, rejecting parts sourced by customers might have led to difficult conversations but James believes most garages are now adept at dealing with the issue by explaining the safety implications for the car owner, anyone travelling in their car and other road users.

Garages have become proficient at explaining to customers the reasons why they do not recommend buying parts online because they're likely to be counterfeits. Many of these customers would not buy counterfeit perfumes or sunglasses because they know you only get what you pay for, so explaining how fitting a counterfeit part could compromise their safety and damage other engine components is an easy conversation to have.

Furthermore, customers realise that by allowing the garage to source replacement parts, it takes responsibility for the repair of the car from start to finish, which is how it should be."

James believes the level of awareness of counterfeit parts in the independent garage sector is higher than ever as a direct result of the campaign and is helping safeguard repairers across the UK and their customers.

"Our advice to all garages is to always source parts from recognised factors and suppliers. That way they know they are buying legitimate parts built to the highest standards and covered by warranties. Fitting customer supplied parts is no longer an option for the professional garage," concluded James.

The messaging is clear. When it comes to tackling counterfeit parts, doing the right thing could not be easier.

Curtis Hutchinson is a B2B motoring journalist and former editor of Motor Trader and Company Car.

THE GLOBAL PICTURE

The scale of counterfeiting across international markets was highlighted by a major study – Global Trade in Fakes – published in 2021 by the European Union Intellectual Property Office.

Within the report automotive parts were identified as one of the top 15 EU industries most likely to be targeted for counterfeit imports, along with perfumery, cosmetics, jewellery, handbags, tobacco, watches and footwear.

In addressing the sheer scale of the problem on the global stage, the report estimated international trade in counterfeit and pirated products amounted to as much as \$464bn, representing 2.5% of world trade.

In Europe, the report estimated the market was worth €119bn in total.

'Given the sustained levels of counterfeit goods traded globally, the intensity of counterfeiting and piracy continues to be a great risk, with significant potential for IP theft in a knowledge-based, open and globalised economy' the report concluded.

DRIVING BUSINESS FORWARD ONLINE

AS CONSUMERS INCREASINGLY MOVE ONLINE
BUSINESSES NEED TO **ENSURE THEY HAVE A DIGITAL
PRESENCE TO MEET THIS CUSTOMER DEMAND.**

**WHILE GOING DIGITAL MAY SEEM
DAUNTING, HAVING THE BASICS
IN PLACE – WEBSITE, ONLINE
BUSINESS ACCOUNT AND SOCIAL
MEDIA – IS A GOOD STARTING
POINT TO DRIVE CUSTOMER
ENGAGEMENT AND ULTIMATELY
BUSINESS SUCCESS.**

**SO, LET’S REVIEW THE DIGITAL
LANDSCAPE AND LOOK AT
WHAT BUSINESSES NEED TO DO
TO STAY AHEAD IN TODAY’S
ONLINE MARKET.**

With various independent studies estimating between 70% to 80% of consumers carry out online research before making a purchase or choosing a service, it’s never been more important for businesses to have an online presence.

The shift in consumer behaviour towards online has been further accelerated by the pandemic, resulting in even the most basic online tools being a non-negotiable requirement for businesses.

Having a website is just the beginning, the evolution and development of that site is key to remaining competitive.

A regular audit of content is advised with any changes to be informed by an awareness of the latest online trends. This can be anything from providing special offers, updating news about a garage and its staff to community activity and sponsorships that promote a business locally.

It’s important for businesses to use video and photos. Data networking company Cisco Systems report that by the end of 2022, online videos will make up more than 82% of all consumer internet traffic – 15 times higher than in 2017. With such projections, it’s easy to see why producing relevant and engaging video content is so important.

If these are the small changes a business can make now, what are the bigger developments for the future you should be aware of?

The move to mobile is increasing rapidly with leading market and consumer data company Statista reporting that in 2022, 60% of all global internet searches were done on a mobile. It’s also documented that 98.30% of Facebook users access the platform through

their mobile device. It’s a strong indication of how social media activity is increasingly conducted on mobiles and we tackle the subject of social media more generally in a moment.

With increased mobile usage comes increased use of the term ‘near me’ as consumers look for instant local solutions. Having a Google My Business account will significantly increase a business’s visibility when looking to capture local consumers. By creating a Google My Business account, you can access, customise, manage, and enhance your Business Profile on Google,

It works like a business listing and helps to ensure a company has a visible presence in Google Maps and the local results of Google search, providing a very effective local marketing tool.

It allows a business to engage directly with customers, respond to reviews, answer questions, enable direct messaging and set up alerts. Google My Business accounts also provide information about business hours, links to the website, products and pricing and other important details.

By using the analytics tab on the Google My Business dashboard, businesses can also gain key insights on audiences, clicks and local search performance. It can also be used to boost Search Engine Optimisation (SEO) by inserting keywords into Business Profiles to help a company rank in local results.

So, as promised let’s move onto social media. GWI, a London based digital consumer insight company, reported in 2022 that the average person now spends two and a half hours a day on social media.

Just as importantly, according to Statista, businesses are spending \$170 billion globally on social media ads – accounting for a third of all internet advertising spend.

Both stats demonstrate the ever-growing influence of social media. For businesses, whether you choose to focus on one social media platform or multiple platforms, it is important to get the fundamental details right.

This includes full business name, website and contact details – adding these things may seem basic but they are great for SEO. As a good tip, Facebook has a dedicated section for business hours – it’s crucial that customers know when they can contact a business – and these can be found under the ‘About’

section when editing an individual business Facebook page.

If businesses want to make social media work for them, it’s fundamental to keep their social media page or profile up to date. By creating a content calendar, businesses can plan what they want to discuss and draft short, concise posts.

If businesses are unsure on what content to post, they should start with the 80-20% rule. Use 80% of content to inform and entertain a business audience and the remaining 20% to sell the brand – this way, businesses can focus on building a rapport with the audience, keep them inspired and satisfy the interests of both parties.

It’s important that businesses don’t feel the need to post every day. It’s quality rather than quantity that counts and an audience will value content more if they don’t have something continuously served up to them every day. Customers are also more likely to use garages they can trust, so being honest and approachable will help build relationships online as well.

Another thing to consider with so many users accessing apps and websites via their phone, is an increased demand for swift responses.

Facebook, Twitter and Instagram can all be managed from a mobile and automated responses set up to let customers know someone will get back to them in time.

**Good customer service and
standardised business behaviours
should apply both on and offline.**

**Making sure customers are treated the
same way online as they would be in a
face-to-face environment, will help to
build strong customer relationships and
encourage repeat business.**

TPS ROLLS OUT TPS OnRoute

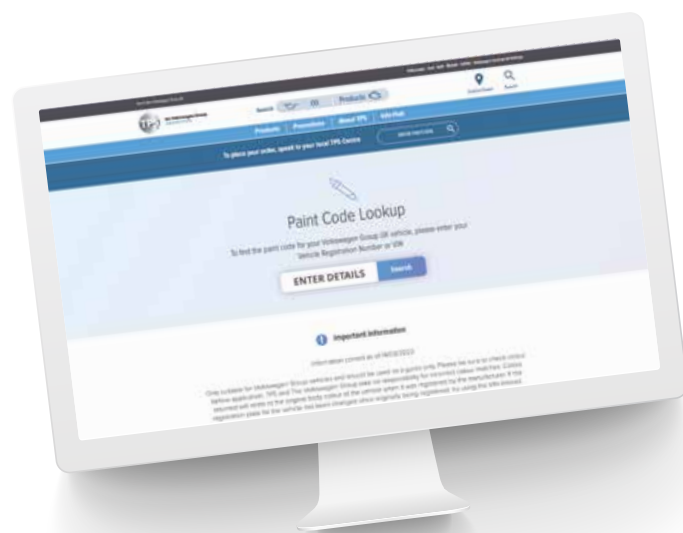
FOR DELIVERY CUSTOMERS

TPS is currently rolling out its new route planning and delivery service, 'TPS OnRoute'.

TPS OnRoute enables more efficient planning of routes, which means quicker deliveries for customers and benefits to the planet with an eco-friendly and efficient reduction in mileage.

As part of future plans to enhance the system, customers will be kept informed of when they can expect their order and will be able to track their deliveries online.

TPS OnRoute has already been rolled out to 35 centres and is currently being introduced to an additional 14.



TPS LAUNCHES NEW PAINT CODE LOOKUP TOOL

TPS has launched a new search tool that helps to provide customers with the paint code for any Volkswagen Group vehicle without having to call up a TPS Centre.

Simply by entering either the vehicle registration number or the VIN, you can find the paint information for any VWG UK vehicle up to 15 years old.

This should help reduce the time taken to find paint colours and will be especially useful for those that need to use the service on a frequent basis.

TPS Paint Code tool is available now at tps.trade/paint-lookup



HIGH-FLYING TPS GATWICK IS READY TO SOAR

We went behind the scenes at TPS Gatwick to chat with newly appointed **TPS Centre Manager, Daniel Boulter**, about how he is settling into the role. Having taken over in August, Daniel is already implementing plenty of new ideas and initiatives, with his aim to keep TPS Gatwick among the high-flying centres in the network.

How are you settling into the new role?

I took over TPS Gatwick in August. Since taking over in the role I have introduced a few changes to the system, but the general consensus seems positive so far... or at least that's what they tell their new boss!

Tell us more about the team?

We have 25 in the team. They are a good team and I have been nothing but impressed since I joined. We have been having a regular monthly get together, dress down Fridays and there are plans to begin an inter-branch football tournament as well. The team is very focused with everyone aware of what they are here to do, what our shared goals are and the part they have to play in achieving them.

What other initiatives have you introduced?

TPS and our investor group, Harwoods, both place a strong value on sustainability, so we are looking to become more efficient and environmentally conscious in the way we work. We are constantly asking if something needs to be printed, using in-house suppliers to create a much more stable recycling scheme, installing eco-friendly hand dryers and moving almost all of our reporting to a digital environment. They are gradual changes but combined they will have a dramatic effect on both our carbon footprint and our business efficiency.

Tell us about your customer base?

We cover a fairly large region and TPS Gatwick effectively slots in to cover the territory between TPS Croydon and TPS Brighton. It's a strong region with seven Volkswagen Group specialists alone in our area. We also work with smaller sized operations but who still have Genuine Parts requirements. For instance, one customer operates out of a small unit with one ramp, but still buys over £100,000 of parts, such is his insistence on using Genuine Parts. We also have tuning and performance centres among our customers, including QSTuning and their halo vehicle, the Audi R8 V10.

That sounds intriguing, tell us more about QSTuning?

QSTuning are a long-established tuning and performance specialists. They are real Genuine Heroes to their customers as they go above and beyond the standard specifications which puts their customer vehicles in a completely different league to most. The Audi R8 V10 belongs to Alex Collins, son of owner Kim Collins, and is a twin turbo fed monster putting over 1400bhp to the ground! While that is an absolute beast of a car and won this year's Brighton Speed Trials, they do also cater for the more run of the mill service and maintenance for their customers. This is where we come in,

with Volkswagen Group Genuine Parts being top of the list for any job! They buy 90% of their parts from us and they say we are crucial to their business.

What do you think generally appeals about TPS Gatwick to your customers?

The strong customer relationships we build are one of our key plus points. It's about being Genuine Heroes to our customers through delivering excellent customer service. It's why I have been encouraging the team to get out and visit customers, get to know their businesses more and find out how we can best meet their business needs. We go above and beyond for our customers by ensuring they get the right parts, on time and fitting first time for the required job in hand. We take great pride in achieving that goal and it's the benchmark for always delivering great customer service.

Finally, what are the plans for the future?

We are already a well-established TPS Centre, so the plan is to keep doing what we do well, remain efficient and look to stay ahead of the curve. It's important to keep it as simple and efficient as possible, while always remaining fully committed to delivering excellent service to our customers. If we do that, it's win-win all around for everyone involved.

A SLICK PERFORMER UNDER ALL CONDITONS

The Quantum Oil range has been specifically formulated to deliver optimum performance under the toughest of conditions. Suitable for 95% of vehicles on UK roads.

To find out more about Quantum Oil, visit our oil hub by scanning the QR code.



tps.trade/oil-hub

Genuine ^{Parts} 7⁺

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