

MINUTES OF MEETING

PHASE 1

OVERVIEW

To identify where the time wastage is happening in the service.

KEY DISCUSSION POINTS

- According to our analysis on the data 34% of the time were consumed by 77 cars of five type model which comes under PMS and remaining 66% was utilized by 575 cars of remaining 29 car model which comes under RR.
- 55% of the cars are serviced and processed within a day or below.
- There are certain models in the service which are BALENO, CELERIO, NEW ERTIGA, NEW SWIFT, SWIFT, WAGON R consumes 34% of total service time.

DECISIONS MADE

- With the help of the findings from the analysis, we found that only certain car model type causes the time delay in service processing.
- By increasing the manpower in the PMS might reduce the time because PMS is the most using service and potential service which consumes more time.
- Using the Warehouse Management Software(WMS) to organise and administrate the part in the warehouse.

ACTION ITEMS

- With the help of data analysis and data visualization using TABLEAU we should find the time bleeding in service process which helps to optimize the time in car service.
- Educating and training the employee in the area where time bleeding might be the best method to optimize the service time.
- In future, the use of machine learning model helps to predict and forecast where the problem is in the service management by feeding the data will simplify everything.

RESPONSIBLE TEAM MEMBERS

Vishnu, Reshma, Vishal

PHASE 2

OVERVIEW

To find the root cause for the time consumption in the service process with the help of data analysis.

KEY DISCUSSION POINTS

- The primary discussion focused on the improper representation of data labeling in the visualization. It was noted that the current data representation needed improvement to convey information more effectively.

- Participants discussed issues related to conveying information through the PowerPoint presentation. It was agreed that the presentation needed enhancements to make it more informative and engaging.
- The need for providing better-detailed and clear information was emphasized, especially in the context of data analysis.

DECISION MADE

- Our analysis from the technicians perspective has shed light on critical aspects of our service operations.
- The unequal distribution of service assignments among technicians is evident and impacting in service delivery.
- Delays in PMS and RR services are negatively affecting customer satisfaction and operational efficiency.

ACTION ITEMS

- Collect critical aspect data for the analysis.
- Analyze day-to-day service occurrences at the service center.
- Analyze the time taken by technicians on a day-to-day basis, considering all possible Aspects.

RESPONSIBLE TEAM MEMBERS

Vishnu , Reshma, Vishal

PHASE 3

OVERVIEW

To give the statistical analysis and supply chain management with RPA.

KEY DISCUSSION POINTS

- We analyzed the service that have done in each & every service in the past 3 months data, in primarily the station encountered most of the service is the Preventive Maintenance Service (PMS), Repair and Replacement (RR), and Breakdown Assistance and Parts Procurement(BANDP).
- We have done the analysis in week wise over the three month period of time , we found service that encounter by the station is almost consistent in the over period of time.
- Most of the works in the BANDP service need to be done manually such as color spraying ,parts changing etc.. It results in the high time consumption in the workflow ,particularly the BANDP service have low number of technicians to handle.

DECISION MADE

RPA in supply chain management for car service companies provides the perfect solution to address the unique needs of the industry.

- By streamlining operational process, reducing cost and increasing data accuracy and visibility, the technology car service companies gives an unprecedented opportunity to optimize SCM process across all departments offers.

ACTION ITEMS

- Assign responsibility for collecting the required datasets (customer feedback, job Card, employee performance).
- Formulate a plan for the creation of a new feedback form, including additional questions and OCR implementation.
- Develop a strategy for updating service status and reminders via SMS and WhatsApp, with a focus on addressing extremely happy and sad customers.

RESPONSIBLE TEAM MEMBERS

Vishnu ,Antony Santhan Raj, ,Tamilarasan,Swaminathan,Athithya,Vishal,Reshma,Rahavi, Abhishai anandaraj

PHASE 4

OVERVIEW

This phase is based on the count of service received in month wise.

KEY DISCUSSION POINTS

- We have taken the total count of job card open date from the month of February to December.
- Here August month takes the highest count of job cards.
- Periodic Maintenance Service (PMS) takes the highest number of service during April to December.

DECISION MADE

- The team discussed the suggestion of developing an OCR (Optical Character Recognition) form that could contribute to both technical and customer satisfaction at the Service Centre.
- It was recommended that the team should create sub-teams, and each team should focus on different aspects of the identified problem statement.
- Each sub-team is expected to work independently on the problem statement and subsequently collaborate to draw correlated conclusions with the primary goal in mind.

ACTION ITEMS

- The team agreed to implement improved questioning techniques to gather vital customer satisfaction information in a clearer and more efficient manner. This involves reducing the complexity of the format to ensure better understanding by customers.
- A key action item is to focus on the efficiency of the entire service chain. This includes devising metrics to measure how well customer satisfaction is achieved by the service center. The goal is to identify areas for improvement and optimization.

- The team emphasized the need to derive problems from their root causes. Each sub-team will concurrently work on different aspects of the problem, bringing diverse perspectives to the analysis. This holistic approach aims to address underlying issues comprehensively.

Responsible team members

Rahavi, Antony Santhan Raj, Athithya, Roshni, Vidhya Bharathi, Reshma, Vishal, Swaminathan, Vishnu, Abhishai anandaraj

PHASE 5

OVERVIEW

To analyse the correlation of specific vehicle and do a research between third party warrant and Maruti Suzuki.

KEY DISCUSSION POINTS

- There were about 1,682 job cards in the year 2022 and 1,657 cards in the year 2023.
- This makes the highest count in the period from 2011.
- Out of 9,666 cars..2,100 cars were newcomers or change their center.
- The service count were PMS= 671, FR=812 and Unknown= 617

DECISION MADE

- Age profiling was done within last 13 years. Here 2022 and 2023 takes the highest count of job cards.
- In the year 2018, PMS takes the peak value of car service rate. In the year 2020, PMS takes the drastically fall in their service rate.
- The advantages of Maruti Suzuki insurance is seamless integration, trust and reliability and tailored coverage.
- The disadvantages of using Third party insurance is it covers less, inconvenient but it is cheaper and we have more choices.

ACTION ITEMS

- B2B market scenarios help in developing winning strategies to keep ahead of the competition.
- Capitalise on low hanging fruit to identify a ballpark value.
- Visualize customer directed convergence.

RESPONSIBLE TEAM MEMBERS

Vishnu, Antony Santhan Raj, Swaminathan, Athithya, Vishal, Reshma, Rahavi, Roshni, Vidhya Bharathi, , Abhishai anandaraj, Tamilarasan

