



**BUREAU  
VERITAS**



## VEHICLE DAMAGE TRACKING (VDT)

An innovative way to monitor and manage vehicle damage throughout the supply chain.

### BUSINESS CHALLENGE

With increasing globalization, vehicle manufacturers have been re-engineering their production plant networks all over the world. To ensure optimum cost savings, specific countries are often chosen to specialize in the production of specific models. This has given rise to an inevitable trend in transporting vehicles from production countries to the final markets. During such journeys, vehicles are subject to varying degrees of damage throughout the supply chain. Apart from the cost of repairing damage, such incidents have some costly side effects: delayed delivery time to final customer, higher insurance costs, and a negative impact on brand image.

### SOLUTION

#### What is Vehicle Damage Tracking (VDT)?

During transport of vehicles, accurate inspections are performed at every point where responsibility changes from one party to another, following technical standards accepted by the major vehicle manufacturers. The information is delivered through a Web-based Management Tool developed and managed by Bureau Veritas and regularly updated, according to client needs.

#### What are the key benefits?

- Monitor each vehicle (and damage) through every step in the Supply Chain.
- Use management reports, charts and statistics to identify most common types and causes of damage.
- Define corrective and preventive measures.
- Recover repair cost for damage by searching history of each vehicle on the Bureau Veritas Web-Based Management Tool.
- Negotiate reduced insurance premiums.
- Keep technical criteria to evaluate damages standard along the Logistic Chain.

### RELATED SERVICES

Bureau Veritas offers a wide range of services related to trade facilitation:

- Preshipment Inspection (PSI)
- Control by X-ray Scanner
- Verification of Conformity (VOC)
- VeriVALUE database
- SMARTLane (Bureau Veritas Risk Management Solution)
- Inspection of Agrifood & Commodities
- Crude Oil & Petroleum Products Inspection
- Inspection of Mineral Products
- Verification of Wood Products for Export
- General Trade Services
- Customs Classification Code Service (CCCS)
- Supply Chain Security Services (SCSS)
- Customs Trade Partnership Against Terrorism (C-TPAT)
- Monitoring of Transport Vehicles (Tracking)
- Network Conformity Assessment

In addition to Vehicle Damage Tracking, Bureau Veritas offers the following services related to the automotive sector:

- Vehicle Inspection Service (VIS)
- Vehicle Stock Control (VSC)
- Vehicle Lease Inspections

Some of these services are built to be compatible and can be combined to generate efficiency, consistency and optimization.

### WHY CHOOSE BUREAU VERITAS?

#### Our Reputation

■ Bureau Veritas is one of the world's leading providers of import control and inspection services. Established in 1828 Bureau Veritas has wide experience in Vehicle Damage Tracking.

#### Our Network

■ Our global presence offers you the convenience of international expertise combined with local service where you need it.

#### Our Personalized service

■ Bureau Veritas adapts its services to your needs. Bureau Veritas has developed and implemented several IT solutions to make the service more efficient. Use of PDA with wireless solutions and optimized Management Software makes field data collection faster, more accurate and reliable.

#### Our Recognition, Certification and Accreditation

■ Internationally recognized by the most important organizations, Bureau Veritas is certified ISO 9001:2000 and is the first inspection body in the world to have its network accredited ISO 17020:1998 within the scope of its Pre-Shipment Inspection and Verification of Conformity activities. Active member of IFIA (International Federation of Inspection Agencies), Bureau Veritas is also a member of CITA (International Motor Vehicle Inspection Committee).



## OUR APPROACH

- **Scope definition**
  - Definition of the players in the supply chain
  - Customization of damage criteria
  - Definition of output of the Web-based Management Tool
- **Vehicle Inspection**
  - Damage
  - Missing parts
  - Quality/Manufacturing defects
- **Result**
  - Information updated daily in the Web-based Management Tool
  - Monthly reports – Corrective and Preventive actions
  - Digital photos of damage



## FAQ

### Who pays for the inspection?

The inspection cost may be paid directly by the client or shared by the various players in the supply chain.

### How much can damage levels be reduced?

This will depend on the level of proactivity of the supply chain players and the commitment of clients and users. Experience shows that damage levels can be reduced by 60% in 2 years. Certain non conformities such as missing parts (accessories) may be corrected.

### How can damage levels be reduced?

Using the expertise of the team, regular reports are issued showing most affected areas of each type of vehicle, places or players with higher levels, and suggestions of preventive actions to avoid damage. Analyses are supported by statistical tools available in the Web-based Management Tool.

### How safe is the Bureau Veritas Web-based solution?

The Bureau Veritas management tool is hosted on the Bureau Veritas system. It is fitted with extensive firewalls and other security measures to prevent data loss and unauthorized access.

There is a backup process and contingency plan capable of recovering all data and systems in a short time span.



## CASE STUDY

### GENERAL MOTORS

Managing damage done to vehicles during transport.

#### BUSINESS CHALLENGE

- On the journey between factory and dealer, vehicles can be damaged during transport.
- GM needed better damage information to control risk better and reduce insurance costs.
- Also needed to track vehicles at every stage of transportation.

#### SOLUTION

- Bureau Veritas created a new service, Vehicle Damage Tracking.
- Each time a vehicle is moved, it is inspected.
- Same day damage reporting online.
- All transport partners involved to share responsibility for damage loss.

#### BENEFITS

- Better management of insurance claims, reduced premiums.
- Improved dealings with transport partners.
- Implementation in 6 countries thanks to Bureau Veritas network.

## CONTACT

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## FOR MORE INFORMATION

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