Antti Junttila, Erik Lillstrang, Riku Mäki-Saari, Miika Ohtamaa, Katja Siivonen,
Niilo Tammela

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1 Introduction

Our assignment was to arrange a meeting to some car service and find out how they work. We chose to visit J. Rinta-Jouppi which is car dealership and repairshop. It has offices almost all over Finland. In Seinäjoki they have authorized maintenance for some passengercars and some camper vans and they also have multi brand repair and maintenance.

2 Business model

Most of the customers in Seinäjoki pay the service right away or take an invoice. There is a possibility to maintenance contract but approximately only 20 % of customers in Seinäjoki have maintenance contracts. On the other hand, in Tikkurila approximately 50 % of customers have maintenance contract.

J. Rinta-Jouppi has an authorized maintenance for Kia, Ford, and Saab and for Adria, Brustner and Kabe which are camper vans

3 Work process

The main softwares are Automaster and Microcat. Most of the appointment bookings are made in phone. In tikkurila most of appointments are made via online booking system. Even though online booking systems have been around quite a long time already they are only now starting to work properly.

Customer relationship are usually long. Customer buys a car, maintenance it and even repair it in the same place and even buy a new car in the same place. At least this was a trend but now days the younger generations don’t necessarily act like this. Now days it is quite difficult with all the communication devices because it can often be that three guys are treating the matter of one customer if the customer has for example first sent an email, then they tried to text message the company and then call them.

Customer satisfaction is measured by manufacturers polls. For example, the customer gets a poll from Ford after they get their car from maintenance. They also have own polls and if turns out there is some problem for example customers complain that it is difficult to call the company, they try their best to fix the problem.

4 Overview of workshop

In J. Rinta-Jouppi they have many testers for different branch and many different kind of lifts. They have three testers for Kia, three for Ford and three universal testers. In total they have 14 lifts. Two of them are for camper vans. Six of them are two-post lifts, two scissor lifts and the rest are bridge lifts. In future Ford demands to have a 6 tons two-post lift for changing the battery for electric transit.

They have made an installation bridge for camper vans. It is easier and safer for example install solar panels on the roof. The bridge is part of the building because of inspection reasons. It does not need to be inspected like normal lifters. It was designed by workshop chief and mechanics.

Because they are authorized workshop, they also need to be able to maintenance hybrid and electric vehicles. Every mechanic has a valid SFS6002 so they can all work with hybrid and electric vehicles

Battery testing is going to be a problem because there isn’t devices or technology for testing at least not yet. There is probably going to be a battery alignment tool. With battery alignment tool mechanic can divide the differences between battery cells. That will spruce up the battery condition.

5 Body repair, charging, waste management and inspection

5.1 Body repair

J. Rinta-Jouppi doesn’t have body repair for passenger cars but for camper vans. Passenger cars body repair is subcontracted. It is smart to subcontract something and not do everything. Body repairing is quite expensive and time consuming

5.2 Electric car charging infrastructure

There is one charging space outside. Every other charging type is possible but fast charging. They think fast charging isn’t necessary. Although there are capabilities for fast charging. Usually there is three cars charging so built-in charging spaces are not practical. In workshop conditions it is easier to charge from electric power with movable charging device.

In Germany owner of electric vehicle can buy their household electricity cheaper but the electric cars battery is used to equalize drops and voltage spikes in electric network.

5.3 Waste management

Law demand to have the waste management in line with SFS 9001 certificate. There are challenges with tires yard storage because some people rummage the tire piles.

5.4 Inspection

The nearest inspection station is Konttikatsastus which is only 500 meters away but there is no co-operation with it. J. Rinta jouppi co-operate with K1 and Lännen autokatsastus

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Company visit and interview with Sami Toppari workshop chief