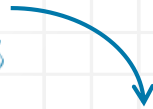


Kwik-Fit is continually improving the quality of its processes and services



Business challenges



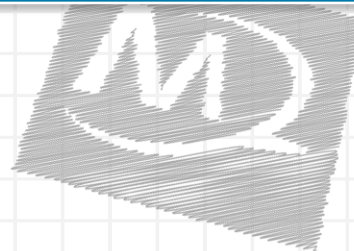
Magnus contribution



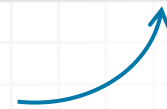
- Market is becoming more complex (car maintenance is becoming more difficult)
- Customers are searching for the best prices and highest quality
- 35% of all customers are 'floating' customers
- Kwik-Fit needed a quality improvement program with KPI's for continuous quality improvement

- Magnus designed, built and implemented a quality measurement and improvement solution
- The solution has build in KPI targets which can be configured per store and per time unit
- The solution uses iPad to enter quality audit forms

- Mendix technology was used to implement the quality system
- Native iOS development was used to create the offline audit Apps



Used technologies



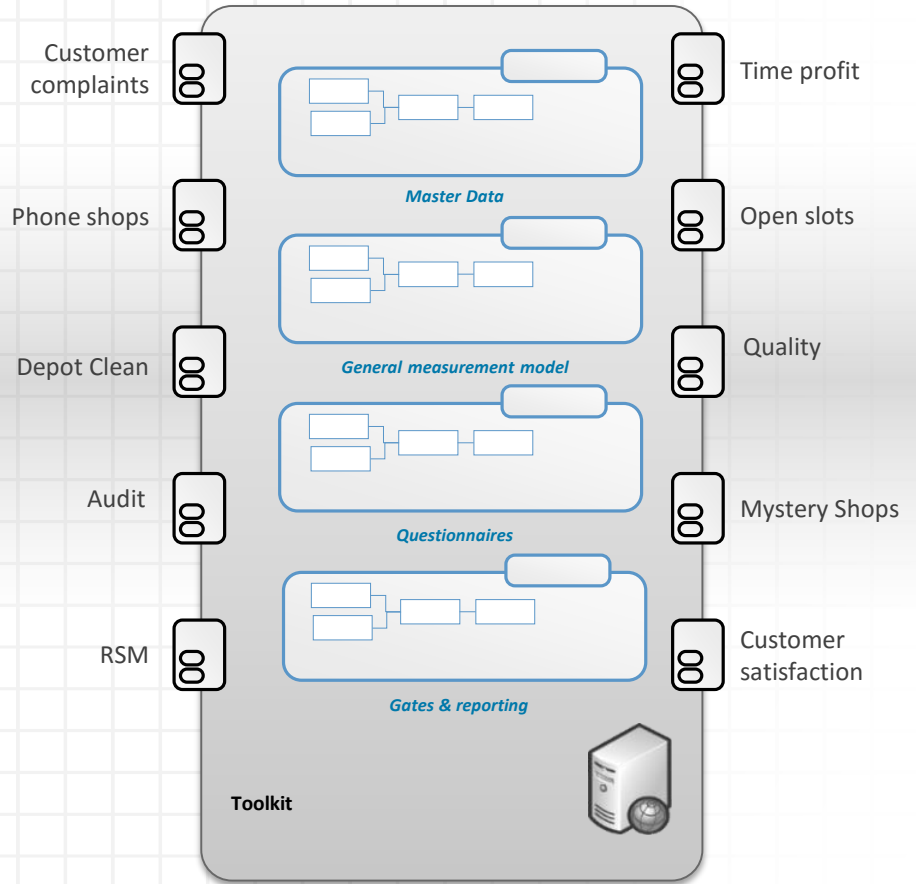
Magnus created the Toolkit: the quality improvement system



Main functionalities



- KPI management
- iPad App for quality audits
- Integration with back-end systems like the hour administration system, online surveys, complaint management system etc.
- Quality measurements applications like phone surveys
- Quality reporting and real time dashboard for store managers and region managers



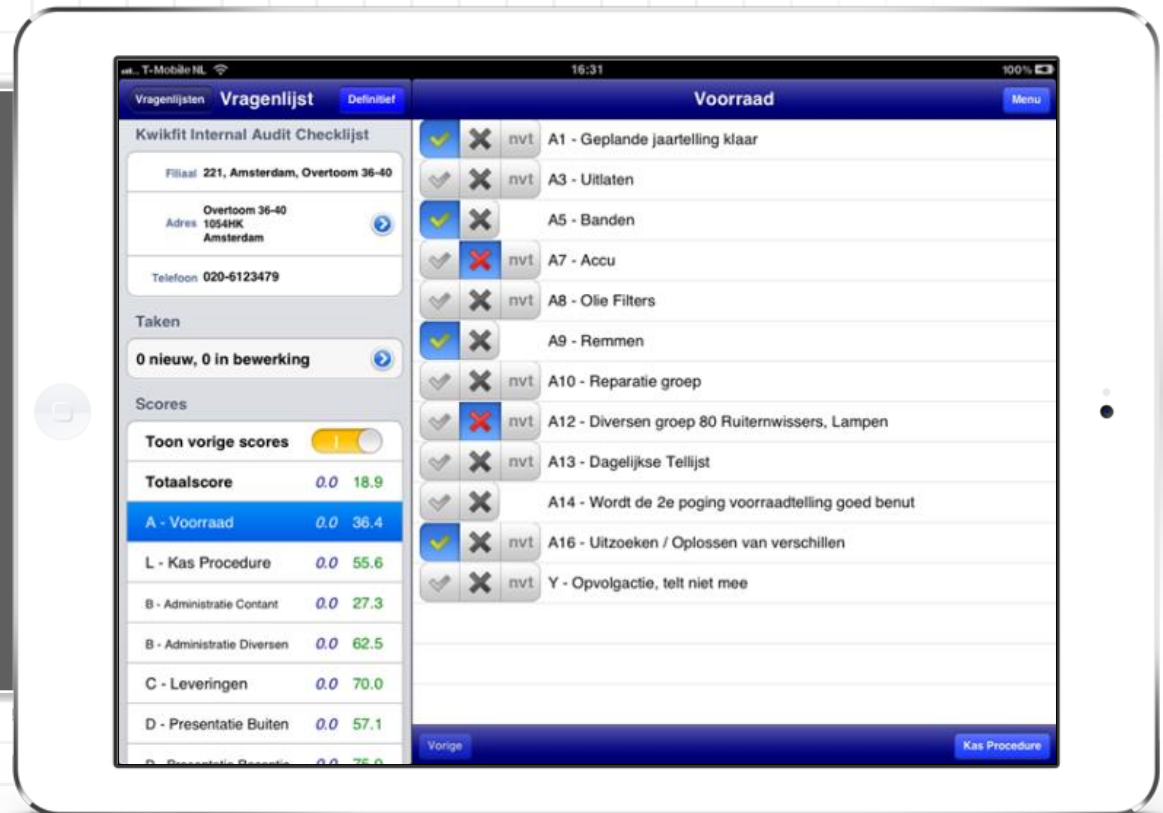
With the Toolkit, the following business improvements are realized



Results and benefits



- An iPad app for the sales managers and the auditors
 - Questionnaires are always up to date
 - Filled in questionnaires and scores are direct available
- Kwik-Fit is able to stimulate continual quality improvement
- Kwik-Fit is able to measure and report the quality of their services and processes



Magnus green