

Automotive OEMs

Distribution



The Art of Delivery

The best products are only as good as the speed and efficiency at which you can deliver them to your customers. Our experts will work with you to help you optimize all areas of your logistics operation, from systems consultancy and cyber security to driver and warehouse personnel training. As well as such practical areas as warehouse logistics, load security and driver training, we can certify you against all relevant ISO standards or conduct second-party audits according to your specifications. DEKRA is your trusted partner in global distribution operations – no matter which country you operate in.

CASE Mobility – achieving digital transformation and a sustainable long-term business

Our wide range of services in support of meeting the challenges of connected, autonomous, shared, and electric (CASE) mobility help you build a strong business model for the future. Benefit from our consultancy, testing, certification and training expertise and from value-added competitive advantage.

Connected, Autonomous, Shared, Electric (CASE) Mobility Training

Connected, autonomous, shared and electric (CASE) mobility is causing radical change in every part of the mobility value chain, and each of these requires new, innovative training concepts. From manufacturing to aftersales, mechanics or roadside assistance, we have the expertise and training programs you need to ensure that your employees will be safe and effective in this new environment.

Damage Appraisal

Today's vehicles are increasingly high tech. This means that when damage occurs, specialist knowledge is needed. Our damage appraisal service covers all components and the assessment of all types

of vehicle damage, from hail damage to accidents and the conservation of evidence. Damage appraisals are a standard product for all types of vehicle damages for all customer segments including OEMs.

Document Check

The document check is an IT-supported check of cost estimates, third-party appraisals and repair invoices in the automotive sector. The check is usually carried out on behalf of business clients. The service consists of two stages. In the first stage, the document is checked digitally. In the second stage, an expert makes further corrections that go beyond the computerized check. The scope of the check depends on the type of document.

Expert Audits and Assessments

We support you in finding ways to improve your organizational processes and system performance, as well as to assess and evaluate supply chain partners. Working closely together, we devise and implement effective strategies to maximize potential with on-site and remote audits conducted by experienced professionals.

High-voltage Vehicle Training via Digital Learning Tools

DEKRA e-mobility training is a digital response to the increasing use of electric vehicles around the world. Technicians working with electric vehicles require new sets of skills and knowledge to ensure safe and effective operation. Using digital learning tools, we will train your technicians in the safety and protection measures they need to use to stay safe when working on high-voltage systems.

Management System Certification

We aim to help you improve your organizational processes to encourage high performance, increase efficiency, reduce risk and save money. Our certification portfolio has been developed according to national and international standards and continues to expand to include services addressing the challenges relevant to businesses of today and tomorrow in a digitized world.

Personnel Certification

We provide recognized independent and accredited certification of professional qualifications that assess and verify skills and competences to enhance overall workforce quality. Our personnel

certification service benefits individual employees and strengthens departments to give you a competitive advantage.

Sustainability Advisory, Coordination and Services

Our experts show you how to maximize sustainability with solutions that respond to your company's needs. We specialize in assessing existing structures and plans to maintain or implement sustainability criteria for organizations. Whether the topic is compliance, education or corporate sustainability management, we are equipped to provide innovative, tailored solutions that help you reach your sustainability goals.

Technical Reports

In cases of aggregate damage, fire cause detection, theft damage, paint defects or functional failures of components, our experts will provide you with a comprehensive technical report and detailed documentation to clarify specific damage correlations. Our experts conduct all kinds of technical audits, making recommendations for change as necessary. In case of accident reconstructions, the evaluation of data storages in damaged vehicles is the basis for the creation of damage cause analyses or warranty claims.

Tele Expertise

Our video- or photo-based tele-appraisals cover all types of manageable vehicle damage. DEKRA experts gather all data required for the preservation of evidence and the establishment of a basis for the settlement of damage. If it becomes apparent during the preparation of the service that an evaluation of the repair costs is not possible or not appropriate, an inspection is recommended in order to create a secure basis for regulation.



Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

Change is happening today at a faster pace than ever before. Disruptive technologies and evolving consumer expectations are driving new demands from automotive manufacturers. With our specialist expertise in all aspects of safety and compliance, we keep you ahead of the game.

Energy Management System

ISO 50001 is based on the quality standard ISO 9001 and the environmental standard ISO 14001. This enables organizations to convert their existing energy and environmental management systems into a systematic energy management system. Key features include developing a company policy for the more efficient use of energy, data analysis of energy consumption in all major areas and continuous monitoring of measures.

Environmental Management System

ISO 14001 focuses on the systematic development of a continuous improvement process. Companies and organizations of all sizes are able to boost environmental protection and bolster profitability at both the operational and product levels.

Examination of Experts for Energy and Environment

Validation by an objective third party gives employees confidence in their skills especially when it comes to the quality of your processes and the ability to meet modern requirements for a clean environment and saving energy. With our examination services you can be sure that your in-house experts can prove their expertise.

Fire Protection Management and Advisory

Our fire protection experts help you understand and address fire risk in your organization. Sharing our expertise in fire protection, we partner with clients to answer questions on fire safety management, provide customized solutions, and offer on-site support through recognized advisors.

Load Security Training

Ensuring that goods are securely loaded is desirable for two reasons: first to ensure that they arrive in perfect condition and second to protect the safety of carriers and their employees. On top of this, liability should be taken into account. We provide training in correct load securing to minimize damage in transit, reduce accidents and consequential costs, and avoid fines.

Mandatory and Voluntary Inspection Services for New and Adapted Machinery and Equipment

Machinery and equipment such as industrial lifting equipment, industrial doors, storage equipment and any other special tool or mechanical device present a considerable risk potential. They are therefore frequently subject to strict safety regulations, both when commissioned and during operation and maintenance. DEKRA

provides inspection services, CE certification and technical advisory for a wide range of conformity assessments, risk analysis and application of standards to manufacturers and operators of machinery, devices and lifting equipment. Thanks to our extensive global network, we can provide these services anywhere in the world, including for distribution networks or retail outlets, for example.

Mandatory and Voluntary Inspection Services of Environmental Measurements

DEKRA offers a wide range of services concerning a protected environment. Our measurement of e.g. air, soil and water pollution, and levels of noise helps you to efficiently manage any risks related to the environment.

Mandatory and Voluntary Inspection Services of Workplace-Related Measurements

DEKRA offers a wide range of services covering the provision of safe workplaces. Our measurement of indoor air quality, temperature, lighting, radiation, noise and vibration supports you in efficiently managing risks for workers and those moving around the workplace environment. We can work with you to address occupational health and safety (OHS) issues, mitigate impacts on your brand and ensure worker safety.

Mandatory and Voluntary Inspections of Electrical Installations

DEKRA is a leading global provider of electrical installation inspections. We can work with you from the very earliest planning stages to ensure compliance, detect errors and minimize costs. DEKRA operates as an accredited body or with specially authorized electricians to carry out mandatory initial inspections and non-periodic inspections. During construction, our experts ensure that any errors and defects in technology are detected at an early stage and that costs are minimized. The comprehensive programs and reports provided by DEKRA's electrical experts help you to secure your systems in the most cost-effective way.

Professional Driver Training

Wherever in the world you operate, DEKRA is among the leading training providers for professional drivers. We have already designed and run training courses for more than 50,000 drivers. At the same time, we have developed various flexible training formats, including the use of e-learning components, that we can offer via our national branches, international subsidiaries and external partners, all with an internationally secured quality standard.

Quality Management System

Reliable quality management based on ISO 9001 ensures high quality processes, products, and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

Safety Advisory, Services and Coordination

Our experts help you reach your safety goals with a range of tailored services including advisory, risk assessments, coaching and instruction or training, due diligence or on-site support. Protect your employees from accidents and other hazards in the workplace and minimize the overall effort for your occupational safety measures through expert advice, risk assessments, training, on-site support or project safety coordination by recognized advisors.

Second-Party Audits

Experienced auditors provide fast and efficient audits to help you in approving new suppliers, addressing quality issues, confirming corrective actions, or performing reviews or maintenance as part of a supplier management process. Second-party audits typically involve such things as energy or environmental audits.

Supply Chain Audits

Our comprehensive audits let you evaluate and ensure ethical, environmental and social compliance as well as process integrity and security throughout the entire supply chain. Our services include initial supplier audits and continuous monitoring, as well as helping you to decipher international, national and local regulatory requirements.

Warehouse Logistics Training

DEKRA seminars provide you with a sound knowledge of all aspects of warehouse logistics. Our strict quality standards coupled with more than 40 years of experience in education in transport and logistics guarantee you and your skilled staff first-rate, real-world vocational education and training, such as for forklift drivers or Chamber of Trade certified logistics supervisors.

Workplace Health and Wellbeing Solutions

With the aim of helping you maintain a healthy workforce and leadership, we assess physical, ergonomic and psychological risks and offer practical solutions. Our practices enhance employee well-being and create a safe, human-centered workplace where motivation thrives and human factors are respected.

Global Quality Standards – securing your global market presence

In all areas of OEMs, quality is crucial. With vast pressure on cost and competitiveness, automotive manufacturers need to know that they can rely on the products and services you supply. DEKRA will work with you to achieve the level of reliability and excellence your customers demand from you.

Automotive Management System

The International Automotive Task Force has expanded the former ISO/TS 16949 standard into the uniform IATF 16949 standard with the aim to assist suppliers in serving OEMs and Tier 1 automotive suppliers. IATF 16949 covers common customer-specific requirements, such as traceability to support current regulatory changes, safety-related parts and processes, and warranty management processes including NTF (No Trouble Found).

Bodyshop Seal

The DEKRA Bodyshop Seal of approval for body and paint shops is a widely recognized and visible proof of quality. When awarding the seal, our experts take into account the technology, tools, equipment and materials used and the level of training employees receive. As well as being a public proof of quality, the DEKRA Bodyshop Seal is often used to establish a partner network. Enhancing the Seal, individual modules can be arranged for customers. Nevertheless, these modules are based on the defined DEKRA Standard and exceed the determined requirements. According to this, enhanced technical standards can be checked as well as individual marketing standards.

Business Continuity Management

Business Continuity Management (BCM) according to ISO 22301 enables you to quickly resume your business activities after critical events. The international standard provides the appropriate framework and bundles the requirements for robust, effective business continuity management.

Business Resilience Impact Assessment (BRIA)

We provide multilevel assessment based on BRIA self-assessment and detailed evaluation in the short term as well as long-term consulting, training and auditing to companies who now find themselves unable to implement standardized management systems due to funding limitations.

Buy-Back Management for Fleets

In an automotive buy-back relationship, the strict application of the underlying contract is essential in terms of commitments to financial, timing and other aspects. We support you in ensuring the strict application of these rules. Our end of term and buy-back management fleet services cover contract consultancy based on scenario projections that are used to identify potential areas of optimization.

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DEKRA Used Car Seal

The DEKRA seal for used cars has been the standard as a sign of reliability for many years. The aim of this certification is to document the status of a vehicle across borders based on an independent level of experience. The seal is divided into three individual checks: technology, bodywork and systems. A detailed report is prepared for each module, informing both buyer and seller about which criteria were met in each of the required tests and which were not fulfilled. The DEKRA used car seal certificate is only granted if all three modules are successfully passed.

End of Term Inspection

DEKRA is able to perform the end-of-term inspection according to a pre-defined technical guideline or depending on our customer requirements the existing Fair-Return-Standard. The inspection can be performed on logistic facilities or even outside the driver's home. Based on highly accurate damage identification and different calculation options, we are able to accelerate the handling of your cars. Acting as a neutral third party, we are able to build a trust-based and reliable partnership.

Examination of Experts for Health and Safety

Validation by an objective third party gives employees confidence in their skills and customers confidence that they have chosen the right partner. Our accredited personnel certification services span a wide range of requirements generally recognized on the international stage.

Examination of Experts for IT and Cyber Security

To inspire trust in existing customers and attract potential clients, it is essential to ensure information security – including IT systems, components and processes. Our accredited personnel certification services span a wide range of requirements generally recognized on the international stage and the validation by an objective third party gives employees confidence in their skills and customers confidence they have chosen the right partner.

Examination of Experts for Quality, Energy and Environment

Validation by an objective third party gives employees confidence in their skills and customers confidence that they have chosen the right partner. Our accredited personnel certification services span a wide range of requirements generally recognized on the international stage.

Expediting, Shop and Vendor Inspections of the Supply Chain

Acquiring new equipment and machinery can be timely, costly and risky. We carry out inspection and expediting services on your supplier's premises, verifying the quality of manufactured products or equipment and the reliability of delivery times.

Health, Safety and Environment (HSE) Management Systems

Maintaining strong HSE management is the most efficient way to ensure the wellbeing of your staff and, by extension, the continued existence of your business. Our HSE strategy consultants can help you define a comprehensive HSE policy that leads to improved safety outcomes through reduced hazard exposures, accident-free work, a healthy workspace, and employee protection. In addition to addressing compliance issues, our experts assist you in reducing environmental impact, creating a supportive culture, and promoting performance improvements.

High-voltage Vehicle Training via Digital Learning Tools

DEKRA e-mobility training is a digital response to the increasing use of electric vehicles around the world. Technicians working with electric vehicles require new sets of skills and knowledge to ensure safe and effective operation. Using digital learning tools, we will train your technicians in the safety and protection measures they need to use to stay safe when working on high-voltage systems.

Information Security Management System (ISMS)

We can help you to protect sensitive data and secure your IT systems, components, and processes to meet today's cyber security challenges. Our ISO 27001 certification will put you in a position to comply with legal requirements and meet the needs of your customers. In addition to technical measures, ISO 27001 certification recognizes the importance of documentation associated with high-level information security management. Recognized by participants across the global automotive industry supply chain, the Trusted Information Security Exchange (TISAX®) has established a uniform level of information security to boost confidence in audited companies. Standardized TISAX® assessment eliminates superfluous "double auditing" - saving you both time and money.

Management Systems Consultancy

The goal of management systems is to achieve continuous improvement in processes, taking into account the identified risks and opportunities. To achieve this, our consultants apply their many years of operational experience to provide advice on topics related to international standards and help you achieve compliance.

Marine/Transport Services

When it comes to transporting vehicles or parts, damage can occur at any moment at any place on the journey. We offer global claims handling services for this specific damage. We cover the complete administrative handling services for all cargo related claims.

Quality Management System

Reliable quality management based on ISO 9001 ensures high quality processes, products, and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

Remarketing Consultancy

Our experts advise you on commercial policies, promotions and adjustments of used vehicle remarketing to optimize stock rotation and residual value. This will assist you in areas such as annual commercial policy, monthly marketing action plans, loyalty programs and data analytics.

Second-Party Audits

Experienced auditors provide fast and efficient audits to help you in approving new suppliers, addressing quality issues, confirming corrective actions, or performing reviews or maintenance as part of a supplier management process.

Supply Chain Audits

Our comprehensive audits let you evaluate and ensure ethical, environmental and social compliance as well as process integrity and security throughout the entire supply chain. Our services

include initial supplier audits and continuous monitoring, as well as helping you to decipher international, national and local regulatory requirements.

TISAX® Assessment

For sensitive projects in the automotive industry, proof of information security is a decisive prerequisite for cooperation in the supply chain. The TISAX® (Trusted Information Security Assessment Exchange) platform was created to avoid cost- and time-intensive multiple checks and to facilitate proof of information security across companies between manufacturers, suppliers and service providers.

Used Car Management and CPO Program

Developing a CPO (certified pre-owned) program improves used vehicle volumes and profitability. Our services in this area cover market benchmarking, customer expectations, positioning, best practice techniques and training. We also support you in formulating your CPO customer promise, standards, handbook, performance assessments and more.

VDA 6.1, VDA 6.2, VDA 6.4

These standards were developed by the German Automotive Industry Association (Verband der Automobilindustrie, VDA). They cover certification of quality management systems (VDA 6.1), service processes (VDA 6.2), and production resources (VDA 6.4), such as manufacturers of tools, plant and machinery, appliances and testing and measuring equipment. Our experts can work with you to obtain certification in any or all of these areas.

Work Safety Management System

ISO 45001 has been in force since March 2018 and is the only international and independent standard for operational health and safety management systems. Our experts certify your occupational health and safety management system according to ISO 45001 and consider all aspects of occupational safety – both those related to operational processes as well as those arising from work-related stress that can trigger mental illness.

Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.

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 **DEKRA**
On the safe side.