

AWARDS PRESENTED TO THE BOSCH SERVICE NETWORK'S HIGHEST ACHIEVERS

In July 2016, Bosch presented numerous awards to their highest achievers from the Bosch Service Network

The gala awards and certification ceremony took place at the Plaza Ballroom in Melbourne, Australia as part of the annual Bosch Service Network convention.

Dressed to impress, approximately 200 people from Bosch Service Network workshops across Australia and New Zealand attended the gala awards night as part of the Bosch Service Network convention in Melbourne, Australia.

The first to be congratulated were 23 additional Bosch Car Service workshop operators, who each now hold the title of Bosch Service Excellence after successful completion of the business development training program through Bosch.

Bosch Service Excellence Graduates		
Advantage Auto Centre Ltd	NZ	Hadyn Woods
Aero Automotive	NZ	Stuart Ashby
Aero Automotive	NZ	Bridget Ashby
Arnel Service Centre	NZ	Tony Arnel
Belair Road Auto Electrical	SA	Daniel Miller
Blackmans Bay Motors	Tas	Rod Glanville
Corjay Automotive Pty Ltd	SA	Ian Stangroome
Elizabeth Auto Electrics	SA	David Benzie
G D Automotive Elec. Repairs P/L	SA	Stephen Dall
Great Lakes Auto Centre Pty Ltd	NSW	Chad Chapman
Great Lakes Auto Centre Pty Ltd	NSW	Vanessa Worp
J & P Wittick Motors	Vic	Paul Wittick
McAlpin & Maurer Automotive	NSW	Ian Higgins
Morphett Vale Auto Electrics Pty Ltd	SA	Shannon Axford
Oasis Auto Service	Vic	David Seddon
Rincap Pty Ltd	NSW	Frank Spiteri
Saxton Autos Ltd	NZ	Ahron Eastall
Saxton Autos Ltd	NZ	Steve Newson
Seaside Automotive	SA	Carolyn Vidler
Specialist Auto Electric Ltd	NZ	Tony Reid
Total Auto Limited	NZ	Mike Speedy
Total Auto Limited	NZ	Mary Speedy
Western Auto Electrical	NZ	Paul Banks

Bosch Diagnostic Technician Graduates		
Anthony's Car & Head Centre	NSW	Ethan Dack
Anzac Automotive	NZ	Ashley Hames
Barry Clarke Automotive Ltd	NZ	Darryn Ashwell
Blackmans Bay Motors	TAS	Ben Kremer
Blackmans Bay Motors	TAS	Tim Sullivan
Clint Rose Motors	VIC	Clint Rose
Clint Rose Motors	VIC	Rick Lachowicz
First Class Automotives	WA	Jared Gould
G D Automotive Electrical Repairs P/L	SA	Daniel Robb
Hervey Bay Car Service	QLD	Jason Piggott
John Edwards Automotive	QLD	Brenton Cullen
John Edwards Automotive	QLD	John Edwards
Kingston Garage Pty Ltd	VIC	Ross Hallett
Morphett Vale Auto Electrics P/L	SA	Ryan Davis
Riverland Auto & 4WD	SA	Matthew Kernich
Riverland Auto & 4WD	SA	Neil Kernich
Seaside Automotive	SA	David Vidler
Western Auto Electrical	NZ	Karl Moore



Graduates were officially acknowledged for the completion of the eleven management modules including customer satisfaction, staff motivation, effective marketing & sales, workshop processes and continuous improvement.

The night continued with 18 Bosch Car Service technicians being presented with their worldwide Bosch Diagnostic Technicians Certification. Only those technicians who have successfully completed all eight technical training modules within a four year period are worthy of differentiation to set them apart from the rest, says Bosch.

The quality of the Bosch Service Network is strictly monitored through quality assessments. Through these, the level of Bosch Service quality amongst workshops is determined and the results revealed the best performing workshop from the Bosch Car Service business sector.

The Bosch Car Service Quality Award was awarded to Barry Clarke Automotive from Auckland, New Zealand. This was the first of many awarded to Mr Darryn Ashwell from Barry Clarke Automotive at the gala awards night.

Additionally each year, Bosch Car Service workshops are mystery tested. Bosch says this is yet another system it has in place to monitor the customer service performance level of the network. The top three workshops received a near perfect score of nearly 100 percent and identified all five vehicle faults during their mystery test.



Third Place was awarded to three equal winners: Seaside Automotive in SA, Morphett Vale Auto Electrics in NSW; and Belair Road Auto Electrical in SA. Second Place was awarded to John Edwards Automotive in QLD while first place was awarded to Tony's Auto Clinic in New Zealand.

The Bosch Service Excellence awards were also announced, with these accolades granted to workshops who have demonstrated a passion for excellence throughout the year. The award's criteria is based on branding; advertising; products; equipment and training activities. Members from two business sectors (Bosch Diesel and Bosch Car Service) were awarded in each region.

Regional Bosch Diesel Service Excellence award winners:

- Victorian/Tasmanian region - Cornell Fuel Injection and Turbo Service
- South Australian/Western Australian region – United Fuel Injection
- Queensland/Northern Territory region - Diesel Care Australia Pty Ltd - Toowoomba
- NSW region - Denco Diesel (Wagga) Pty Ltd
- New Zealand - Diesel Services Christchurch



From these workshops, the overall winner for the Bosch Diesel Excellence Award in Oceania was awarded to Diesel Care Australia – Toowoomba, in Queensland.

Bosch Car Service Excellence award winners:

- Victorian/Tasmanian region – Clint Rose Motors
- New South Wales region - Rincap
- Queensland/Northern Territory region – John Edwards Automotive
- Western Australian region - First Class Automotives
- South Australian region – Seaside Automotive
- New Zealand - Barry Clarke Automotive Ltd

Together, the attendees also congratulated Darryn Ashwell from Barry Clarke Automotive in New Zealand for achieving the Bosch Car Service Excellence Award – Oceania, (his second award for the night).

Each year, Bosch also honours the network's youth by awarding "Apprentice of the Year" awards to the most deserving Bosch Service Network apprentices.



Bosch Car Service Apprentice of the Year awards:

- Third place – Alex Hill from BHM Automotive in Victoria.
- Second place – Jayden Barnes from Anthony's Car and Head Centre in New South Wales.
- First Place - For the second year in a row, Deborah Lilley from Tea Gardens Auto Electrics and Mechanical in New South Wales.

Ms Lilley says she knows quite well that she has chosen a career path in a predominately male dominated work environment.

However, her thirst for knowledge achieved through attending Bosch technical training courses and great customer service has gained the respect and acceptance from her work colleagues.

Also awarded was ID Automotive Repairs in Western Australia, which was recognised as the best new business to join the Bosch Service Network in the past year.



Last but not least, a new category award which globally celebrates the top echelon of Bosch Car Service workshops was awarded to Barry Clarke Automotive from New Zealand.

CAN YOU SEE INTO THE FUTURE?

Today's competitive business environment for workshops will only get more challenging

Vehicles are becoming ever more complex and customers ever more demanding.

According to Bosch, tomorrow's winners will be those who are best placed to exploit every advantage that technology, training, top quality components, streamlined processes and excellent customer service can offer.

Since the beginning of the 2016, Bosch says it has welcomed more than 20 workshops into the Australian and New Zealand Bosch Car Service network.

"We have the support features to truly develop and support workshops," Bosch Workshop Concepts Manager (Oceania), Mr Sam Alexander said.

Designed to help drive your business forward, Mr Alexander said the affordable Bosch Car Service support package offers the following to help future proof your business:

- Diagnostic technician training and support
- National and local promotion support
- Business management training
- Global brand recognition
- Key account partnership programs
- Workshop networking opportunities
- Rebates and rewards on Bosch product purchases

"The Bosch Car Service network is globally celebrating 95 years. We have been around a very long time. Directly supported by Bosch, it is by far the most elite global network of vehicle specialists, with over 13,000 independent workshops and growing," Mr Alexander said.

Networking with other workshops within the Bosch Car Service network is one of the major benefits of belonging to a group of independent workshops, says Bosch.

Workshop owners, managers and technicians have regular opportunities to network. During networking sessions, common workshop issues are discussed and often than not there is someone who can help guide on how to solve them.

Whether it is at technical training, business training, regional meetings or at the Bosch Service Network annual convention, Bosch says the feeling of not being on your own and belonging to a family is quite commonly noted by all Bosch Car Service members.

At the most recent convention - themed 'Driving Excellence' – more than 200 people attended business sessions; learned about new technology and product/service offers; and celebrated the network's highest achievers, who were presented with certificates and awards.

The criteria for this award included:

- Completion of all Bosch Service Excellence training
- Completion of the Bosch Diagnostics Technician Certification within four years
- A score above 90 percent in both workshop quality audits and the workshop mystery test making it a Performance Class 1 workshop
- A score above 90 percent in BCS engagement in the network

Receiving his most prestigious award for the night, Mr Ashwell said he was truly honoured to have received this award.

"It takes a lot of time, effort and energy to continually improve business processes, complete training and implement changes to help make the business better and fit for the future," Mr Ashwell said.

"I'm lucky to have a great team working for me who enjoy driving excellence as much as I do. I would not have been able to achieve this award if it wasn't for the great support I receive. I can't wait to show the boys back home."

Bosch would like to thank the entire Bosch Service Network for their continued high performance levels. It is through dedication and continued practice to maintain high levels of quality, excellence and skill that ensures their place in this elite global network.



The 2015 Global Recognition Award winner Mr Darryn Ashwell from Barry Clarke Automotive, Grey Lynn, Auckland, NZ, sums it up.

"This award is proof that the best can be achieved if you work really hard for it. I'd also encourage any workshop considering entering the Bosch Car Service network to find out more as just within six short years, it has helped turn my business into one of the greatest!" Mr Ashwell said during his acceptance speech.

To learn more about future proofing your business, by staying one step ahead of the rest, begin by contacting Mr Sam Alexander on 0411 650 505 or sam.alexander@au.bosch.com