

# ***AUTOMOTIVE MARKET***



# **AUTOMOTIVE MARKET**

## AUTOMOTIVE INDUSTRY



## AUTOMOTIVE AFTER SALES



# **Automotive Industry:**

- Manufacturing department.
- Quality control department.
- Research and development department.
- Final control Department.

# **Manufacturing department:**

- Body assembly.
- Engine assembly.
- Suspension assembly.
- Transmission assembly.
- Final assembly.





# Quality control department:

- Quality check of inputs.
- Quality check of partially completed products.
- Quality check of outputs.



# Research and development department:

- Innovation.
- Testing.
- Applying.



# **Automotive After Sales:**

- Reception department.
- Workshop department.
- Spare parts department.
- Warranty department.
- Training department.
- Technical support department.

# Reception department:

- Customer care.
- Service advisors.
- Accessories showroom.





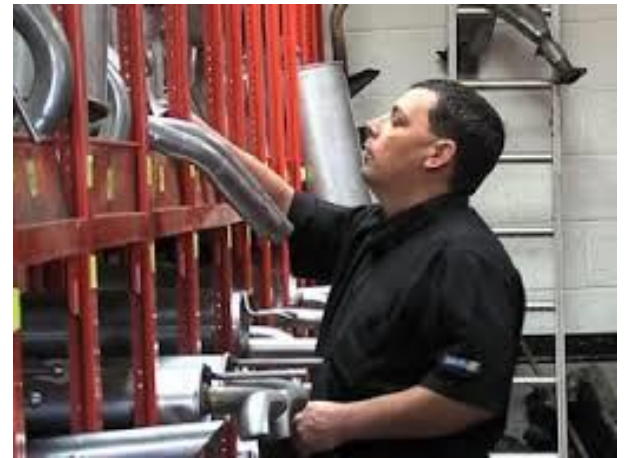
# **Workshop department:**

- Control room.
- Equipments and tools.
- Team Leaders.
- Technicians.
- Final control.



# *Spare parts Department:*

- Store.
- Parts Collector.
- Parts Coordinator.
- Parts ordering.

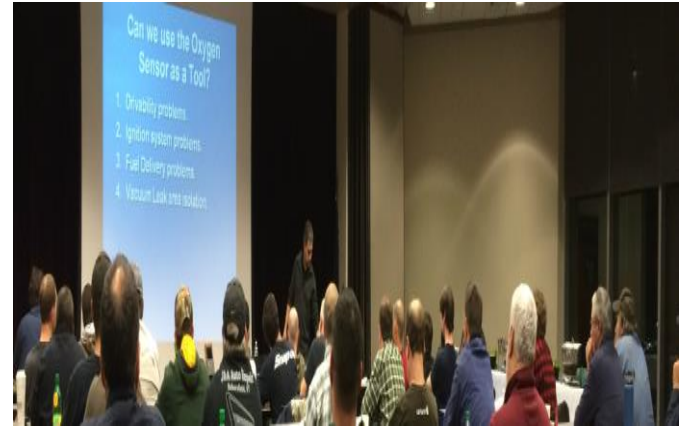


# **Warranty Department:**

- Warranty Claims.
- Defected parts store.

# *Training department:*

- Trainers.
- Training materials.



# **Technical support department:**

- Product technical data.
- Technical advisors.





# THANK YOU

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