Digitalization Challenges for Svensk Volvohandels Quality Assurance and Delivery Process

About us:

Svensk Volvohandel is the common name for the two economic associations and the businesses carried on in the responsibilities of Volvo Dealer Association (Volvohandlarföreningen).

Svensk Volvohandel represents the entire established Volvo passenger car-, bus- and truck-dealer network as well as the Renault and Dacia dealer network in Sweden.

Together we run Sweden’s fifth largest fuel and car wash chain - Tanka and Tvätta - and we are the 50% owner of Volvofinans Bank AB.

Our mission is to create opportunities for our members to offer all customers the best conditions for a complete car ownership.

Our member companies are ISO certified for quality and environmental in ISO 9001 and 14001 via a group certificate where Svensk Volvohandel is the formal certificate owner.

Your mission:

During the ongoing certification upgrade to ISO Standards: 2015 (from : 2008), we intend to formulate and ensure that also our internal processes, as certificate holder, are in accordance with established work procedures and methods among our member companies under the group certificate. We would further like to improve our working procedures to fully incorporate digital and visual aspects to assure future efficiency and effectiveness.

Additional standards authority for the businesses is the manufacturers that we are working close to - Volvo Cars, AB Volvo and Renault. Their demands must be reflected in the formulation of the certificate processes and methods.

Your task:

I. Identify our internal work procedures, processes and methods and benchmark them to world class processes, integrating digital and visual aspects and requirements.

II. Ensure that these live up to the demands of the ISO-standards

III. Ensure that these are synchronized with the certificate processes and methods

IV. Suggest processes and methods improvement along with certificate management

V. Evaluate the improved processes as experiments and demonstrators connected to the ongoing management and quality work

We expect the overall works result, when implemented, should lead to faster decision paths with assured quality, and visual overview in our somewhat complex structure.

Your completed work should be described and documented in a report, along with an executive summary. You are allowed to publish the report.
Appropriate for students:
Supply Chain Management
Quality and Operations Management
Product Development

Project Organization:
Our management Team will be the steering committee for the project. Our Quality and environmental manager is your reference of the certificate processes and methods.
Additionally, you will have access to all business area managers who have direct knowledge of the manufacturers all processes and requirements.

Extent:
Our view is that the mission is suitably carried out by two students for 20 weeks.

Start date:
Spring 2018. Can be discussed.

Contact and clients:
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Our office is located in Västra Frölunda and we provide workplace.

Chalmers Supervisor:
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Application:
By mail to: ulla.enered@vhf.se, attach your CV and cover letter.
Application Deadline: we will continuously evaluate the applications received until, March 31st.