

# irtec increased MOT first time pass rate from 90% to 94%.

The Institute of the Motor Industry (IMI) secured funding from the UK Commission for Employment and Skills (UKCES) to conduct a study on the return on investment of adopting irtec Inspection Technician Accreditation across the franchised after sales network of DAF Trucks Limited, the UK's leading manufacturer of heavy vehicles.

Established by the Institute of Road Transport Engineers (IRTE), a Professional Sector of the Society of Operations Engineers (SOE), irtec is an independent accreditation scheme that assesses the competence of technicians working in the commercial vehicle, trailer and passenger carrying industries. Through irtec, technicians can add to their qualifications and demonstrate that their skills and knowledge are up-to-date. An irtec licence proves a commitment to safety, competence and demonstrable professional development by both the technician and employer.



## Background

A haulage company's monthly MOT first time pass rate relies on an effective process for vehicle inspection before an annual test. Poor inspection can result in a VOSA prohibition notice requiring rectification and a vehicle to be kept off road. Therefore, a good roadworthiness Operator Compliance Risk Score (OCRS) is evidence of effective inspection and maintenance and a good MOT first time pass rate.

At DAF Trucks there was a desire to demonstrate that a focus on further improving the OCRS across its franchise after sales network through a systematic and rigorous inspection standard would impact the network's average MOT first time pass rate. The IMI's ROI study aimed to follow through and quantify the impact on the network's monthly MOT first time pass rate of having DAF's franchise technicians irtec inspection accredited.

The IMI looked in detail at DAF's consolidated network monthly MOT data for 2009, 2010, 2011 and 2012 comprising around 100,000 MOT test submissions. In 2009 there was an increasing network average MOT first time pass rate. In 2010 the average MOT first time pass rate remained relatively static, fluctuating around 89%. It was at the end of 2010 that DAF decided to refocus its network of inspection technicians on the significance of the OCRS to their clients and its foundations in vehicle inspection.

The outcome of this refocusing on the importance of customer OCRS across its franchised after sales network is demonstrated by its MOT performance for 2011 and 2012. It was during this period that DAF increased the number of irtec accredited technicians from 50 to 1000, a significant proportion of the technicians in the network.

An analysis of the 2009 and 2010 data forecasted an average MOT first time pass rate of 90% for 2011 and 2012. However, the actual data for those years showed a statistically significant increase to 93% in 2011, 93.5% in 2012 and in 2013 exceeded 94%. Comparing DAF's MOT performance with truck and trailer MOT data for the UK as a whole over the same period (supplied by VOSA), DAF's lift in MOT performance in 2011 and 2012 is a characteristic of DAF's dealer after sales network.

Achieving a consolidated lift of over 3% across the DAF network, above an already high 90% forecast base line, is a considerable business achievement and is substantially attributed to the network's commitment to its technicians achieving irtec inspection accreditation.

## Conclusion

The IMI's ROI study on irtec inspection accreditation across the DAF Trucks franchised after sales network demonstrates that:

- irtec inspection is a repeatable, systematic process against a robust accredited standard.
- irtec inspection is a mechanism to take control of MOT first time pass rates.
- Focus on current competence in inspection can improve MOT first time pass rates.

**"CEMEX as a large organisation felt safer in the knowledge that our service and maintenance provider has irtec licensed technicians throughout the DAF network. This gives CEMEX peace of mind in the produce we utilise every day in our business."**

Mike Fowler - Area Logistics Manager, CEMEX (Customer of Watts Truck and Van (DAF Trucks Ltd))

**"A customer buys a vehicle to use it, and two key performance indicators are uptime and compliance. When they commit to a maintenance provider they are committing the reputation of their business. Having irtec accredited technicians allows us to demonstrate our commitment to that customer and provide support for them."**

Tony Shepherd, After Sales Service Manager – DAF Trucks Ltd

**"The IMI's ROI study has clearly demonstrated that this project has made a significant improvement to our VOSA first time past rate. This has clearly shown that DAF has moved its mark from 90% to around 95%."**

Tony Shepherd, After Sales Service Manager – DAF Trucks Ltd

**"irtec played a fundamental part in bringing Greggs to Imperial, it opened the door for negotiations based on a huge step change for their business."** Willie Hensman, Service Manager, Imperial Commercial Bellshill (DAF)

To find out more information go to:  
[www.theimi.org.uk/roi](http://www.theimi.org.uk/roi)