

CASE STUDY

TOYOTA Spain



About the entity

TOYOTA is a world leader in hybrid cars thanks to its Hybrid Synergy Drive® technology.

TOYOTA's main priorities are superior quality and client satisfaction.

The range of TOYOTA models combines respect for the environment with the pleasure of driving and includes vehicles tailored to the expectations of European customers. Currently, TOYOTA markets 13 different models in Spain, with over 60 versions including an array of sedans, minivans, and four-wheel drives, using petrol, diesel, and Hybrid Synergy Drive (HSD) engines.

TOYOTA has a network of 80 dealers that sold over 62,300 vehicles in Spain in 2021.



Name:
TOYOTA Spain

Address:
Av. de Bruselas, 22, 28108
Alcobendas, Madrid
(Spain)

Sector:
Automotive

www.toyota.es



What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.

You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

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Introduction

TOYOTA Spain promotes the ISO 14001 Environmental Management Standard throughout their dealer network in Spain relying on the GEATOYOTA application, which was developed on the AuraQuantic BPM Suite.

The use of the AuraQuantic BPMS has made environmental management in many centers both feasible and efficient. The platform simplifies performance improvement analysis and increases visibility with key performance indicators, dashboards, and charts. Furthermore, it ensures strict compliance with environmental regulations, minimizing the use of human resources.



Challenge

As part of its environmental commitment, TOYOTA Spain has implemented the ISO 14001 Environmental Management System throughout the Official Dealer Network. This system has been adopted by 65 dealers, which is more than 80% of the total number of TOYOTA dealers in Spain. The objective is for 100% to be certified in the near future.



MAIN CHALLENGES:



IMPLEMENT AN EFFECTIVE MANAGEMENT SYSTEM THAT GUARANTEES COMPLIANCE WITH CURRENT LEGISLATION.



MINIMIZE ENVIRONMENTAL IMPACT.



OPTIMIZE PROCESSES THAT MAY HAVE AN IMPACT ON NATURAL RESOURCES.



Solution

An efficient management system was implemented to guarantee compliance with the ISO 14001 environmental regulation, reduce the risks of environmental harm, and optimize the processes which may impact natural resources. To implement this system, TOYOTA Spain decided to contract consultancy support for environmental management systems and entrusted the project to AUREN; a multidisciplinary consultancy firm specializing in Systems Standardization and Information Technology. AUREN conducted the consultancy to adapt the environmental processes for the TOYOTA Spain dealer network and provided support prior to certification.

Furthermore, AUREN proposed using the AuraQuantic BPMS platform to model and automate the processes related to the ISO 14001 regulation and other internal processes, which resulted in the creation of the GEA-TOYOTA solution. This was all complemented by the environmental Maintenance Compliance and Legal Requirements services provided by AUREN's technical specialists, including all Spanish municipalities with a TOYOTA center. The TOYOTA Spain Environmental Administrator also received training on the application. The platform has been instrumental in process automation and system management throughout the network. The entire system is now controlled by minimal staff at the TOYOTA Spain headquarters.

“The solution empowered TOYOTA Spain to implement and manage an effective environmental system, with continuous process improvement.”



Solution

The corporate personnel at TOYOTA Spain, along with their internal consultants, auditors, environmental officers, and the managers of the different groups involved, have access to the system, which enables all members of the extended team to participate in the system processes in a coordinated and homogenized manner. Participants are also able to share the documentation stored in the document management repository.

The system generates an extensive collection of reports which enable a global analysis of key performance indicators across the entire network and are integrated into the GEA-TOYOTA solution.

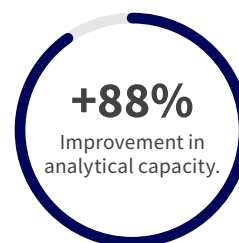
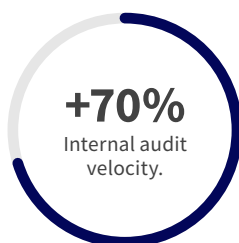
THE PROCESSES AUTOMATED ON GEA-TOYOTA:

- Legal Requirements.
- Environmental Aspects.
- Noncompliance.
- Emergencies.
- Management Reviews.
- Communications.
- Documents and Event logs.
- Internal Audits.
- Objectives and Goals.
- Monitoring and Measurement of Environmental Indicators.
- Environment and Training Responsibility.



Results

The solution has allowed TOYOTA Spain to implement an environmental system with effective management, making process improvements possible in all its centers, as well as ensuring compliance with legal environmental obligations, using only the necessary human resources from TOYOTA Spain and its distributors, and optimizing the use of economic resources.



About AUREN



AUREN (www.auren.es) is a Spanish firm, leader in advanced professional services of Audit, Advice and Consultancy and Corporate, whose objective is to contribute to improving business management, working with a global and multidisciplinary focus. It has 51 offices in 9 countries and more than 700 professionals in Spain and 1,500 in the countries where they have international presence. It is a member of Antea.

Quotes:

“TOYOTA not only manufactures vehicles with low CO2 emissions, but continually strives to minimize the environmental impact in all phases of the useful lifecycle of a vehicle and in all areas of business such as its dealers. The Dealer Network certification project was initiated with the following objectives and a series of additions to any environmental management system: To minimize the workload for the dealers; To provide consolidated data to identify best practices and areas for improvement; To guarantee the involvement of TOYOTA Spain with its Dealer Network. The implementation of an IT tool like GEA-TOYOTA based on the AuraQuantic BPMS has meant that a large part of the work has been centralized, making it possible to maintain the same criteria for all of the various dealers located throughout Spain.”

Karl Van Dijck | Director of Corporate Affairs at Toyota Spain



“A project as ambitious as this can only be successful when there is permeated and highly involved participation from all parties. For this we must congratulate TOYOTA Spain and its DEALERS NETWORK for effectively promoting the project in the organization, and the consultancy team for forming a team focused on the success of the project. The TOYOTA Spain challenge of achieving the certification of their network according to the ISO 14001 regulation with a focus not only on obtaining the certificate, but of really raising awareness and promoting good environmental practices among all their distributors, is laudable and demonstrates a willingness beyond what could be considered a commercial positioning. It actually demonstrates a commitment to society and to the environment. All this implies a great effort, not only economically, but from the whole organization. We at AUREN are proud and satisfied to have collaborated with TOYOTA Spain in achieving their environmental goals”.

Xavier Sala i Leseduarte | AUREN, AuraQuantic Partner



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