



Expand Spare Parts Business with Clear Governance and Guidelines



Fortos supported one of the world's leading automotive companies to optimize the spare parts business and set-up a guideline for how to manage new initiatives to expand the spare parts business.

Customer Challenge

The customer is one of the world's leading automotive companies which have several spare parts offers and initiatives across the group. The initiatives were not coordinated and there was a lack of governance for how to manage the business across the group. Fortos were asked by the Spare Parts Business Committee to optimize the business by setting up a governance structure and set a guideline for how to manage new initiatives to expand the business.

Customer Solution

The project delivered

- **A governance model** with clear rules on what need to be coordinated within the group and what could be managed independently
- **A framework** for the spare parts portfolio e.g. new parts, used parts, new non-branded parts etc.
- **A guideline for new initiative** of spare parts offers including spare parts description, suggested brand, target customer segment, business case etc.

Customer Value

As an effect of the project, several benefits were achieved:

The new governance model was implemented and decisions could be taken more efficiently

The spare parts portfolio was communicated and understood across the group

New spare parts initiatives were described and decision for implementation could be taken at the right level in the organization





Customer & Fortos Collaboration

Fortos team worked closely with the core team of the Spare Parts Business Committee and delivered all initiatives in the project. To conclude and anchor the different deliverables many iterations among all members of the committee were needed. The stakeholders of the committee were from different parts of the group with different responsibilities and hence the change management of the project was key.

Throughout the project Fortos team were the driving force of the project and acted as a sounding board for the core team, this secured the success for the project.

Want to know more?

Johan Hede



Partner
Head of Sales &
Services Practice
johan.hede@fortos.se
+46 (0)76-517 29 15

Åsa Gabrielsson



Partner
Sales & Services Practice
asa.gabrielsson@fortos.se
+46 (0)76-517 27 85

About Fortos

Transformation is our heritage. Fortos has a long history as one of the most valuable advisors to leading multinational organizations in the Automotive industry. We support our customers to achieve successful transformations through our deep understanding of their business, our world-class transformation competence and long term commitment to deliver sustainable client value. Learn more about us at Fortos.se

