



FIA SERVICES COMMISSION INITIATIVES



SERVICES COMMISSION

Members

Frank Fotia, CAA (Canada)

Daniel Ordoqui, ACU (Uruguay)

Daniel Tesch, ACL (Luxemburg)

Gebhard Sanne, AVD (Germany)

Dougal Swift, NZAA (New Zealand)

SERVICES COMMISSION OBJECTIVE

- Best practice sharing
- Enhance communications among clubs
- Enhance communications between FIA Mobility and clubs
- Info source on major club service activities
- Focus on membership and related member services
- Leverage existing club capabilities to assist others
- FIA University as a training and knowledge /skills transfer tool
- Complement activities of the Policy Commission

SERVICES COMMISSION:

INIATIVE # 1 – PROVIDE AN ACCESSIBLE DATA BASE OF MEMBER CLUB PRODUCTS AND SERVICES

- FIA Connect Intranet application
 - Tiers of membership
 - inventory of products and services per club
 - Samples of advertising and marketing campaigns
 - Identify potential reciprocal services between clubs

SERVICES COMMISSION: INITIATIVE # 2 – PARTNER WITH POLICY COMMISSION ON « RIGHT TO REPAIR »

- Policy Commission perspective is from the consumer and his/her right to the information generated from the automobile
- Services Commission perspective is based on the economic impact « right to repair » has on clubs' ability to conduct their business
 - Roadside assistance – need data to perform roadside fix
 - Repair – clubs that own or partner with repair facilities

SERVICES COMMISSION: INITIATIVE # 3 – BUILD A GLOBAL TRAVEL AND TOURISM DATA BASE FOR CLUB USE

- Clubs possess unique local knowledge
- Clubs produce magazines and other publications with valuable tourism info
- Through FIA Connect, tourism info can be uploaded and catalogued and made available for all clubs to use
- Unique local knowledge can be provided to enhance clubs' travel and tourism business and services

SERVICES COMMISSION: INITIATIVE # 4 – COMMERCIALIZE TRAFFIC INFORMATION

- Clubs' members are an excellent source of traffic information
- This combined with other commercially available sources can provide clubs with a unique product offering in this regard
- Traffic info can also lead to the additional offerings of other telematics products

SERVICES COMMISSION – CURRENT STATUS

- Launch FIA Connect as platform for building and sharing
- Work groups established for each initiative
- Data gathering and building of templates



QUESTIONS?