

## ICDPA Reports

Topic	Title	Year
<b>After-market</b>	Independent Repairer Systems in Australia & Europe	2007
	European Automotive Repairer Case Studies: Recent Developments	2008
	Crash or Crash Through: A Comparison of the Australian & European Body Repair Sectors	2008
<b>Dealers</b>	The Quest for Dealership Best Practice	1999
	Emerging Dealer Formats	2000
	Poor Retailer Grosses Require a Rethink	2004
	Dealer Groups in Australia: Business Motives, Structure & Performance	2005
	Shifting Gears for Value: A Review of ICDPA Research 1999-2005	2006
	Dealer Exit & Entry	2006
	A Role for Private Equity in the Australian Automotive Retail Sector?	2007
<b>Dealer Human Resources</b>	Dealer Succession Planning	2002
	Dealership Staff Development & Training	2002
	Analysis of Critical Automotive Dealership HR Practices	2006
	Attracting & Retaining a Cross Generational Workforce	2008
	Issues in Succession & Exit Planning	2008
<b>Distribution Channels</b>	The Future Channel	2001
	Profitability in The Supply Chain: Investigating Value & Waste In Vehicle Distribution	2003
	Measuring & Improving the Future Shape of Car Distribution & a Review of the EU	2006
	The Performance of Car Distribution – Living with Push & Pull	2006
	USA & Europe: What lessons for Australia Similarities & Differences	2006
	Creating Value Through Closed Loop Supply Chains Leading Edge Order to Delivery Processes	2007
	The Evolving Role of the National Sales Company in Europe & Australia	2007
	Value Net Organisations: What Lessons for Cars from PCs	2007
	Co-opetition & Competition in Automotive Distribution	2007
	The Future Shape of Car Distribution: A Review of The EU	2007
	Making Outbound Logistics Greener	2008
	Vietnam: An Emerging Personal Mobility Market	2008
<b>Fleets</b>	The Fleet Channel	2002
<b>ICT &amp; the Internet</b>	Technology: The Impact on Vehicle Distribution	2000
	E-Marketing: Driving Vehicles from the E-Showroom	2003
	Connected Vehicles: The Future of Vehicle Communication & Road Transportation	2007
<b>Lean Distribution</b>	Application of Lean Thinking to an Australian Dealership After Sales Department	2003
	Customer Fulfilment in Australia	2005
	Lean Dealer Workshop	2006
<b>Legal</b>	The European Block Exemption – Implications for Australia	2001
	Update on the New European Motor Vehicle Block Exemption & The Dawson Committee Review of the Trade Practices Act	2003

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<b>Legal (ctd)</b>	The Legislative Landscape	2005
	The Legislative Landscape	2007
	Legal Issues for The Automotive Industry	2008
<b>New Vehicles</b>	New Vehicle Supply & Stocking	1999
	Nearly New Cars: A Solution to a Sales Shortfall	2004
	New Vehicle Supply & Stocking in Australia 2004	2004
	A Perspective on the US Automotive Industry	2007
<b>Parts</b>	The Aftersales Parts Supply Chain: An Opportunity for Inventory Savings	2004
	The Grey Automotive Parts Aftermarket	2005
<b>Retailing</b>	Leading Edge Developments in Retailing	2000
	New Vehicle Buyers – Their Behaviour & Needs: Concepts & Framework	2000
	New Vehicle Buyers – Their Behaviour & Needs: The Consumer Perspective	2001
	Capturing Customer Value	2003
	Global Retail Insights	2004
	Emerging Retail Models	2005
	Customer Relations	2006
	Emerging Retail Models	2007
	Customer Satisfaction & Information Usage in Automotive Retail	2007
	Are Sales Standards Relevant & Reasonable – a Pilot Study of Sales Standards in the UK	2007
	From Goods-Dominant to Service-Dominant Logic: Part 1	2008
Sustainability in Automotive Retailing	2008	
<b>Used Vehicles</b>	Used Vehicle Activities in Australia	1999
	The Used Vehicle Wholesale Channel	2003
	Used Vehicle Supply & Stocking in Australia 2004	2004
	Manufacturer Certified Used Vehicle Programmes	2005
	Private to Private Selling	2005
	Certified Used Vehicle Programmes: An Australian perspective	2006
<b>Vehicle Policy &amp; The Environment</b>	Vehicle End of Life: Do Vehicles Have Near-Death Experiences?	2003
	Inner-City Traffic Congestion: A Market Opportunity?	2004
	Vehicle End of Life: Are We There Yet?	2005
	The Transport Challenge	2005
	City Retail Distribution – A Model for Dealership Deliveries	2007
	Connected Vehicles: The Future Of Vehicle Communication & Road Transportation	2007
	Motor Vehicles & Taxation	2008
	Issues in Congestion: Recent Developments	2008
	The CO2 Debate & its Emerging Implications for Car Distribution	2008
<b>Website Rankings</b>	Australian Automotive Website Rankings: Report I	2005
	Australian Automotive Website Rankings: Report II	2005
	Australian Automotive Website Rankings: Report III	2006
	Australian Automotive Website Rankings: Report IV	2006
	Australian Automotive Website Rankings: Report V	2007
	Australian Automotive Website Rankings: Report VI	2007
	Australian Automotive Website Rankings: Report VII	2008
	Australian Automotive Website Rankings: Report VIII	2008
	Dealer Websites: The Weakest Link or Unrealised Opportunity?	2007
	Australian Franchised Dealer Website Rankings: Report I	2008
Australian Motorcycle Website Rankings: Report I	2008	