

## ICDPA

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ICDPA is the Australian partner of ICDP, an international research and strategy organisation specialising in automotive retailing and after-sales. With a dedicated team of researchers and advisers across the world, ICDP is recognised as the leading authority in its field. It has a proven track record of expertise in the provision of information and ideas to players across the automotive industry.

ICDPA's collaborative research programme, running since 1998 and supported by more than 26 organisations including manufacturers, dealers, distributors, industry suppliers and representative bodies, provides a unique platform for building and communicating business-critical intelligence on all aspects of automotive retailing and after-sales.

ICDP Europe's work is conducted across the major Western European markets of France, Germany, Italy, Spain and the UK, with coverage of other markets added where interesting or appropriate. In addition, ICDP Europe has developed research capability in Poland and Russia, with the scope to encompass other Central and Eastern European markets in due course. ICDPA has close research ties with its partner programme in China and a collaboration agreement with the Center for Automotive Research (CAR) in the USA.

ICDPA's expertise covers automotive retailing and after-sales from factory through to consumer. Recent areas of work include:

- Network structures, strategies and performance in the franchised and independent sectors;
- Supply chain effectiveness in new and used vehicles, and in spare parts distribution;
- The drivers of competition in the franchised and independent aftermarket;
- Policies and practices in used-vehicle retailing;
- The evolution, strategies and performance of dealer groups;
- The meaning and implications of regulation;
- Sustainability in retailing;
- Retailing scenarios in 2020;
- The implications for the industry of alternative propulsion systems;
- Benchmarking manufacturer, NSC and retailer websites; and
- Exploring customer needs and expectations in sales and after-sales.

ICDPA can be contacted at [www.icdp.net](http://www.icdp.net)

## 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 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
	Dealer Service Capacity	2009
	Dealer Value Drivers	2009
Dealer Groups: A Strategic & Tactical Appraisal	2009	
<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
	Changing The Franchise Model	2009
	Why Vehicle Distribution Needs A Model Change: Trends, Challenges & Reactions In The European Car Industry	2010

<b>Topic</b>	<b>Title</b>	<b>Year</b>
<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
	Social Media Communications for the Automotive Industry	2010
<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
	The Legislative Landscape	2005
	The Legislative Landscape	2007
	Legal Issues for The Automotive Industry	2008
	Legal Developments for The Automotive Industry	2009
	Legal Issues for The Automotive Industry	2010
<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
	New & Used Vehicle Purchasing: The Customer Perspective	2011
<b>Parts</b>	The After-sales 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
	From Service Logic to Service Practice: Part 2	2008
	From Service Logic to Service Practice: Part 3	2009
	Margins, Standards & Supply: A View From Europe	2010
	Retail Sustainability in Automotive Retailing	2009
	Generation Y & Vehicle Advertising	2010

<b>Topic</b>	<b>Title</b>	<b>Year</b>
<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
	The Used Car Supermarket – Do CarMax & Its Genre Offer An Alternative Approach To Car Retailing?	2009
	The German Used Vehicle Market & A Comparison with Australia	2009
Australian Certified Used Vehicle Programmes: A 2010 Update	2010	
<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
	Scrappage, Motor Vehicle Taxation & Congestion Update	2010
	2010 – The Year of the Taxman	2010
	Environmental Sustainability & The Green Consumer	2010
	Technology & Legislation – The USA Perspective	2011
<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
	Australian Automotive Website Rankings: Report IX	2009
	Australian Automotive Website Rankings: Report X	2009
	Australian Automotive Website Rankings: Report XI	2010
	Australian Automotive Website Rankings: Report XII	2010
	Australian Automotive Website Rankings: Report XIII	2011
	Dealer Websites: The Weakest Link or Unrealised Opportunity?	2007
	Australian Franchised Dealer Website Rankings: Report I	2008
	Australian Franchised Dealer Website Rankings: Report II	2009
	Australian Franchised Dealer Website Rankings: Report III	2010
	Australian Franchised Dealer Website Rankings: Report IV	2011
	Australian Motorcycle Website Rankings: Report I	2008
	Australian Motorcycle Website Rankings: Report II	2009
	Australian Motorcycle Website Rankings: Report III	2010
	Australian Motorcycle Website Rankings: Report IV	2011



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