

# VISTA 2022 GOVERNANCE DOCUMENT



## 1. DEFINITIONS VISTA

### **Main objective**

To help employees develop and improve their knowledge, skills, and ability to work as a team for improved customer satisfaction.

### **Scope/Description**

VISTA is the world largest servicemarket competition that tests service market people on their technical and service competences.

The fundamentals of VISTA are to find, gather and interpret information and to transform it into skills and knowledge through teamwork. It is about solving the theoretical and practical tasks leading to development in their own competence and forging strong working relationships.

### **Authorized Volvo dealers/workshop**

VISTA is a Volvo Trucks and Bus initiative and therefore is only open to employees of authorized Volvo dealers/workshop. The definition of an authorized Volvo dealer/workshop is that the dealer/workshop has a Volvo issued dealer/workshop number.

### **Servicemarket Competition**

The VISTA competition covers all the areas of service, parts and administration and it is developed and run to cover these subjects and applications. Servicemarket in its function covers both hard- and soft- products and/or business operations.

The technical area within VISTA extends over both Volvo Trucks and Bus and is focused on all technical related subjects and function groups. This also involves information gathering and technical related processes, extending over global models and variants.

The commercial aspect of VISTA is focused on customer interaction, information gathering, performance and processes. Examples of areas contained in commercial are warranty handling, parts search and interpretation, Volvo Standard Times, workshop administration, customer care and operational processes.

The administrative side of VISTA covers all the areas in regard to service market and related to both service and parts. These areas may be covered by certain individuals in more major dealers/workshops or may be a daily part of a workshop and/or parts employee's role.

### **Team/Teamwork**

A team should be comprised of between two to four individual members that are employees of a Dealer. The recommended team mix for all teams includes two technicians plus two commercial team members representing parts, service or warranty administration. The team should be well balanced, covering the spectrum of topics involved in the VISTA Competition as well as allowing interpersonal interaction and cross learning from the different participants.

**Tagline: VISTA - More Than A Competition**

VISTA is a lot more than a competition, it is a celebration of teamwork, diversity and talent, and this is what makes VISTA unique.

VISTA is a competence development program enhancing the knowledge of our service market staff. It encourages the teams to learn new skills, share experiences and grow as a team. VISTA also puts the spotlight on our servicemarket people and makes our teams, feel like the heroes they are.

## 2. RULES

**The rules are mandatory and must be followed throughout the entire competition. We play fair and cheating is not allowed.**

- The participating dealer/workshop in VISTA must be an authorized Volvo dealer/workshop.
- VISTA is open for service market personnel.
- Teams can consist of 2-4 members. All team members in the same team must belong to the same authorized Volvo dealer/workshop.
- All team members must be employed on a permanent basis in an authorized Volvo dealer/workshop and hold a technician, parts or administrative job role.
- VISTA refers to on the job training and should be regarded as **normal working hours**.
- Each market must be administrated by a committed VISTA Leader (Refer to 4. Roles & Responsibilities) well aware of the responsibility included in the role. The VISTA Leader must have adequate English skills, both written and spoken.
- Employees that used to be a trainer in the past, should have at least 5 years in a non-trainer role to be a part of a team.
- Part time managers can be a part of a team.
- If a team member leaves his/her job or for any other reason cannot complete the competition, a new member could join if agreed by the respective VISTA Market Leader. The VISTA Market Leader has to report all changes in teams to VISTA project team (help.vista@volvo.com).
- The same technician can only compete in one team.
- Parts staff and Administrators may have a possibility to attend in two different teams, (including an Apprentice team). However, in a Semi-final or World Final, the same individual can only compete in one team.
- An Apprentice team can be entered into the VISTA Competition, if following a recognised Apprentice program. Trainee CSRs/Parts personnel are also recognised

in this stipulation. Due to large differences in the apprentice set up in the markets it will be a market decision if they would like to run it or not.

- If the pandemic situation will continue during 2022, we might need to rearrange the Live Final in Gothenburg

### **Conditions to participate in VISTA**

- Participants need to be prepared to travel to compete in the World Final. This means each participant needs to obtain all valid documents like passports and Visas in due time prior the World Final.
- Due to the pandemic situation in the world we need to follow the recommendations and requirements from Governments, public health agencies and local authorities. We will continue to follow the development and update our principles accordingly.
- In good time before the start of Part 1, the dealers/workshops need to secure access for the participants to relevant applications/information in the Dealer Portal (e.g. Impact, Warranty Binder, Wiring Diagrams, Accessories Products, Campaign Information and VBC Remote, Driver Handbook and Sales Tool Product Information) and to current versions of required workshop tools such as Tech Tool.
- Dealers/workshops need to have access to adequate number of Impact and Tech Tool computers for preparations and carrying through the competition for participants.
- The teams also need a mobile phone to download the VISTA app which will be used to answer the missions that are connected to Part 1 and 2 but also Pitstop
- Dealers/workshops must ensure to provide enough time to participating teams for preparations and carrying through the VISTA competition during working hours. Estimated time needed per question is 15-30 min.

## **3. COMMUNICATION AND MARKETING**

- The official VISTA identification must be used on all documentation regarding the competition. VISTA Project Team will provide a printing original.
- Each VISTA Market Leader will be provided with marketing material. The VISTA Market Leader should consider what needs to be translated for their specific market to ensure to spread the VISTA message in a sufficient way to all participants.
- Each VISTA Market Leader should cooperate with local Marketing & Communication responsible when it comes to all VISTA marketing material and PR activities.
- The local Marketing & Communication team need to secure that all material is adapted and printed in accordance with Brand guidelines and that the usage of VISTA logo is regularized.
- The official VISTA logo must be used on all documentation regarding the competition. VISTA Project team will provide a printing original.

## 4.COMPETITION TIMEPLAN



### Competition Structure

- VISTA 2022 starts with 2 qualifying parts with 30 theoretical questions referring to Volvo information sources and Volvo branding or basic knowledge.
- There will also be a Pitstop which is based on an e-learning or a video and the questions connected need to be answered during a timed session.
- In this VISTA we will also introduce a new VISTA app available as both Android and IOS. In the app there will be bonus missions and each mission will give your team 1 point which will be added to the total VISTA score. All team members need to complete the missions. The VISTA app will be available before Part 1 starts (26<sup>th</sup> of January).
- The missions will cover areas as Electromobility, Health and safety, sustainability, Innovation, Parts logistics and teambuilding activities.
- For each theoretical part, at least 50 questions will be submitted by the VISTA technical Team The market leader selects **30 questions** suitable for the market, based on the criteria provided by VISTA Project Team prior to each theoretical part.
- The theoretical questions will cover Truck and Bus common questions as well as unique Truck and Bus matters in the following areas: Technical, Parts, Warranty, Administration and Commercial.
- The subject of the question, as submitted by the VISTA Technical Team, shall not be changed. However, product designation (i.e. FH/FM/VM) may be changed in order to adapt to market needs. The ID number of the question must not be changed regardless of the order of the questions.
- If any remarks occur during the theoretical parts after the release of the correction key, the participants have 5 working days to submit remarks on the questions. This should be done in the competition web tool by clicking the “comment” button below each question. The process is managed in the web administration tool according to guidelines, firstly by the VISTA Market Leader and secondly by the central VISTA Project Team, if needed.
- For any other competition related question, VISTA Market Leader are requested to use the helpdesk e-mail address: [help.vista@volvo.com](mailto:help.vista@volvo.com). It is only the VISTA Market Leader that has the authority to send in such a question.

- All questions will be considered, and replies will be sent within 1 week after the release of the correction key of each theoretical part. The answers from the VISTA Core team cannot be appealed.
- The VISTA Market Leaders decide when to release the ranking of the theoretical parts.
- All administration of the competition will be handled via the VISTA administration tool. The VISTA Market Leaders will receive guidelines exactly how to manage the administration. The administration tool will be accessed via <http://vista.volvo.com>.
- The questions will be translated based on participating markets following the Impact language matrix. All countries also get the questions in English. Proof reading will be done by the Market leader an advance of each theoretical part.

### **VISTA Semi-finals (will be updated when the concept is ready)**

- The best teams from the theoretical parts will compete in the semifinal.
- Approx. 180 teams will compete in the VISTA semi-final which will be a digital competition.
- The semi-final will follow a concept developed by the VISTA Project Team consisting of practical exercises with theoretical questions included.
- The teams will participate from their dealership.
- The cost for the Semi-final is free of charge.
- The winning teams from the semi-finals will compete in a World Final in Gothenburg, Sweden.

### **VISTA World Final**

- 44 teams will compete in the World Final, based upon the World Final criteria: Each sales area should be rewarded based upon the number of teams that completed the theoretical parts in previous VISTA. The split per Sales Area will be agreed by the VISTA Project Team and Sales Areas
- The Final takes place 5-10 September including competition, VOLVO activities teambuilding and leisure.
- Each participating team in the World Final should be accompanied by a person responsible for the team during the entire stay. The responsibility is to support the team during the competition but also organize travelling arrangements such as VISAS, tickets, insurance and healthcare.
- The accompanying person must have good English skills and Aftermarket experience to be able to support the team during the competition, preventing language barriers and other competition related issues.
- The cost for the World Final is free of charge for the participants and accompanying coach (own expenditures are not included). Volvo Trucks will take the full cost of hotel accommodation, meals, transportation and activities during the scheduled competition days in Gothenburg.



- The market pays for the return ticket to Sweden, and the dealer/workshop provides full salary during the team's absence from work. Vacation days should not be used for participation in the World Final and conference.
- All persons travelling to Gothenburg for VISTA World Final must have adequate travel insurances.
- The team members shall be given full opportunity to take part in the World Final and conference.
- All World Finalists their accompanying person **must wear Safety shoes**, or they will be disqualified.

## 5. ROLES AND RESPONSIBILITIES VISTA 2022

### Dealer Line Managers

The line managers for VISTA are the dealer managers, who have agreed to support and apply the training event of VISTA. It is these managers who will gain the greatest effect achieved from VISTA.

VISTA is a training event in the form of a competition, therefore as a line manager it should be seen, supported and applied as any other training event. To achieve this, it will be the line manager's responsibility to secure sufficient availability in regard to information, computers, mobile phone etc. to allow their teams the greatest opportunity to compete in this training initiative. They should allow the participants sufficient time in working hours to compete in VISTA. This event will develop not only the participants themselves but also the dealer, as a result.

### VISTA Market Leader

The VISTA Market Leader cannot be a member of any VISTA team.

The VISTA Market Leader is responsible for managing and supporting the VISTA competition on a market level. The VISTA Market Leader can be the same person as VISTA Leader.

The VISTA Market Leader has the following responsibilities:

- Adhere to the rules and recommendations for VISTA 2019-20
- Cascade all VISTA information to the VISTA Leader.
- Manage the VISTA administration tool according to guidelines.
- Secure that the translation of the questions is quality assured.
  - Maintain full Integrity of the confidentiality of the competition content, both theoretical parts, Semi-final station tasks and World Final tasks.
  - If Competition content integrity is revealed to have been comprised, all teams belonging to that market will be **eliminated**.
  - All proof-readers will have to sign a **confidentiality document**, supplied by the core team.
- Follow-up results from each competition part towards markets.
- Follow-up issues and give feedback from the VISTA competition on market level towards VISTA Development Team.

- If a team member leaves his/her job or for any other reason cannot complete the competition, a new member could join if agreed by the respective VISTA Market Leader (apart from special rule for parts staff and administrators as stipulated under “VISTA Team structure”). The VISTA Market Leader has to report all changes in teams to the VISTA Development Team. Be a coach, motivator and interpreter if teams reach semi-final and World Final (could be delegated to another appropriate representative).

### **VISTA Leader**

Within each country there shall be a VISTA Leader. This individual has the overall responsibility to set up, promote and then manage VISTA for their respective country through established channels. The VISTA Leader assignment has been given and is recognized directly from the respective country managing director.

A VISTA Leader must:

- Have adequate English skills.
- Possess valid competence (Aftermarket knowledge, VISTA or project management experience and knowledge about tools used in VISTA e.g. Impact etc.).
- Have the authority to manage and spend the time required to be a VISTA Leader.

Responsibility of the VISTA Leader:

- The VISTA Leader together with the VISTA Market Leader set the direction for the local VISTA participation.
- Actively promote and support VISTA towards dealers/workshops and their management.
- Cascade all VISTA information to the VISTA Dealer/Workshop Leader and/or participating teams.
- Manage the invitations of teams to VISTA 2022.
- Manage the administration of the competition on country level.
- Have knowledge about how to register teams and team members in the VISTA administration tool to be able to support participants when needed.
- All doubts regarding interpretations of Questions & Answer key should be referred to the VISTA Leader, who should settle all such discrepancies before declaring the Round result.
- Be a coach, motivator and interpreter if teams reach semi-final and World Final (could be delegated to another appropriate representative).

### **VISTA Dealer/Workshop Leader (if applicable)**

The VISTA Dealer/Workshop Leader overall responsibility is to be the participating dealer's/workshop's coach and spokesman towards VISTA Team Leaders. It is not mandatory to have a VISTA Dealer/Workshop Leader but is a recommendation when having many competing teams from the same dealer/workshop. The purpose is to secure that the participants are informed, motivated, supported and then updated throughout the competition lifecycle. VISTA Dealer/Workshop Leaders are not able to participate in the competition. The VISTA Dealer/Workshop Leader has the authority to spend the time required to be a VISTA Dealer/Workshop Leader.

Responsibilities of the VISTA Dealer/Workshop Leader:

- Actively promote and support VISTA 2022 on dealer/workshop level.



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- Focus to get maximum team participation, promote teamwork and be a coach for the participants.
- Cascade all VISTA information to participating teams.

## **VISTA Team Leader**

The VISTA Team Leader is a person who is included in the team.

The VISTA Team Leaders overall responsibility is to be the coach and spokesman towards the Dealer/Workshop coordinator or directly to the VISTA Leader. The purpose is to secure that the team is supported throughout the competition lifecycle. The VISTA Team Leader has the authority to spend the time required to be a VISTA Team Leader.

Responsibilities of the VISTA Team Leader:

- Actively promote team participation in VISTA 2022 on dealer/workshop level.
- The VISTA Team Leader is by default the person who first register his/her name and the Team name in the VISTA administration tool. Team members register themselves with the assist of the Team Leader if needed.
- Focus to obtain maximum teamwork and be a coach the team.