

AUTOSERVICE 2018

August 30th, 2018:

10.00 - 10.30	Check in/Welcome coffee
10.30 - 12.00 Session 1	<ul style="list-style-type: none"> • Analytical market overview: volumes, dynamics, structure, trends • International experience. European spare parts market structure • Car owner's opinion: official dealer, network service station, independent service, mechanic-mate. What does the car owner choose and why? How do preferences change and what should the service owners prepare for? • Parallel imports: pros and cons
12.00 - 12.15	Coffee break
12.15 – 14.30 Session 2	<p>The future car service: the birth of new models. Strategies of the spare parts market participants:</p> <ul style="list-style-type: none"> • Producers unions • Spare parts manufacturers • Internet platforms • Analytics of human resources market in the segment of car-care center
14.30 - 15.30	Lunch
15.30 - 17.00 Session 3	<p>Lightning talks session Main topics:</p> <ul style="list-style-type: none"> • Service and equipment: new technologies and trends in the industry • Service stations equipment, which increases the average check • Detailing as a way to attract customers • Car service aggregators
17.00 - 17.30	Coffee break
17.30 - 19.00 Session 4	<ul style="list-style-type: none"> • Business of restored spare parts. International experience and prospects in Russia • New players of the market, their importance and prospects