

Toyota Caetano Portugal S.A. is the exclusive importer and distributor of Toyota's commercial and passenger vehicles and forklifts in Portugal. It also manufactures and exports Toyota commercial vehicles and mini-buses. With head office in Vila Nova de Gaia (close to Porto), Toyota Caetano Portugal S.A. provides after-sales support, technical service and marketing services as well as a distribution network for replacement parts. The manufacturing plant is located 40 km south of Porto, in Ovar, and is equipped for the assembly of Toyota's commercial vehicle range Hiace and Dyna and of Optimo mini-buses.

Challenge

Toyota Caetano Portugal has not worked with the IMDS, yet, when imds professional has been contacted. imds professional was asked to support the establishment of the IMDS-process at Toyota Caetano Portugal to ensure an efficient IMDS-process from the outset and with consideration to the structure and guidelines of already in the IMDS registered Toyota-locations.

Consulting & Training

Based on the request of Toyota Caetano Portugal imds professional organised a two-day training and Consulting session at the location of Toyota Caetano in Portugal in Ovar. The first day focused on general conditions and aspects for the establishment of the IMDS-process. Current Toyota-structures in the IMDS and beyond the IMDS were viewed to find out which kind of structure in the IMDS makes sense. Responsibilities and further interfaces (IT, available information, function of the different departments also across to further Toyota location) were gathered to define the future IMDS-process. Additionally aspects for a successful supplier and client management were presented. The second day focused on the IMDS-application itself. The Toyota users became familiar with the IMDS and learned the most important functionalities to meet the IMDS-customer requests in future. Depending on the work volume, data complexity and the regularity of working with the IMDS by the qualified staff it is planned to engage further supports by imds professional in case of needs.

Outcome

The project staff is able to design and establish the IMDS-process They are able to handle the IMDS and the main functionalities of MDS-creation and processing. Additionally they know

which manual checks have to be carried out when IMDS-data entries will be received