



# JARA NEWS

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## JARA holds front desk skills competition

### Highly competitive contest serves as platform for improving skills among members

JARA Corporation held its highly competitive "Front Desk Skills Contest" at its Nagoya Branch on Sept. 5 with the top prize going to Tetsuya Sasa of Mitsumori Corporation, followed by Shizue Tomita of Kawashima Co., Ltd. in second and Tetsuya Kobayashi of Three R Nagano Co., Ltd. in third.

The competition aims to improve skills of front desk staff of JARA member companies and is premised on the receiving of vehicle part on the phone. In the September competition, participants were evaluated on how they respond to an order for a front bumper. Evaluated categories include how they search for parts, how appropriately they sought out the customer's needs, how well they provided information on selected parts, whether the parts they selected were in the right price range and whether they proposed alternatives.

In the end, Sasa claimed an overwhelming victory by earning the



From right, JARA Quality Management Chief Hiroaki Watanabe, winner Tetsuya Sasa, JARA Group Chairman Yuji Imai, and second place finisher Shizue Tomita.

highest score of 105 points, outperforming Tomita by more than 10 points. He also expressed his aspirations by saying, "I want to continue to help build a group in which parts are mutually distributed." Reflecting on the competition, one of the organizing staff said, "In phone orders, general customers often get caught up technical terms used by front desk staff. So we need to communicate in a way that is easier for customers to understand."

By using the competition as a platform for improving skills among members of its member companies, JARA aims to improve overall group performance. The competition also motivates staff members in their everyday work, and gives them an opportunity to show what they can do. Four major non-life insurers observed the competition and commented on the overall proceedings. (Daily Automotive News, Sept. 10 issue)

## CO2 Reduction Effect (based on Super-Line System)

The use of Reuse Parts saved  
**3,252 tons of CO2 emissions**  
in August 2015

The reference figure represents the difference of carbon dioxide (CO2) emissions at the vehicle repair using genuine (new) parts and recycled parts.\*

\*: Based on "Green Point System", which was jointly developed by the Japan Automotive Parts Recyclers Association and Waseda University Environmental Research Institute using a life cycle assessment (LCA) technique.

## Recycled auto-parts logistics study group holds regular meeting

The Recycled Auto-Parts Logistics Study Group recently held its 11th regular meeting. The group consists of 9 companies and groups from recycled auto-parts sales groups and major transportation companies. This time, packaging methods proposed by each group were reviewed and evaluated and ideal specifications were chosen. With discussions on packaging methods expected to be concluded at the next meeting, the study group also began exploring what issues it should focus on going forward.

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## METI to keep subsidy for EVs and PHVs for next fiscal year

On August 26, the Ministry of Economy, Trade and Industry (METI) indicated that it is likely to continue its subsidy program for purchases of electric vehicles (EVs) and clean diesel vehicles for the next fiscal year starting April 2016. Previously, the ministry was thinking of slashing the subsidies at the end of this fiscal year and renewing them only for fuel cell vehicles (FCVs). However, in light of the government's goal to raise next-generation vehicles to 50 percent by 2020, the ministry decided to continue to provide such subsidies, thereby, accelerating the diffusion of next-generation vehicles, and to expand tax breaks for eco-friendly vehicles.

Approximately 15.0 billion yen is expected to be included into the rough estimate of METI's budget for FY2016. The subsidies will cover EVs, plug-in hybrid vehicles (PHVs), clean diesel vehicles and FCVs. Details of requirements, such as the vehicle price and performance, are to be discussed later.

In 1998, METI began to provide subsidies for purchases of next-generation vehicles and, in 2013, introduced a system in which automakers' efforts to lower vehicle prices are reflected in subsidy rates. The system used a price curve that encourages manufacturers to achieve vehicle prices in line with that of a FY2016 base vehicle. Vehicles plotted along the curve are eligible for a subsidy that covers 100 percent of the price difference. For vehicles unable to stay with the curve, subsidies are only applied

to two-thirds of the price difference, reflecting the lower maintenance costs of next-generation vehicles. For example, the selling price of the Nissan Leaf EV has been reduced from 3.59 million yen to 2.47 million yen, for an approximately 30 percent reduction, while that of the Toyota Prius from 3.05 million yen to 2.71 million yen, for an approximately 10 percent reduction.

METI had aimed to end the subsidy for EVs and PHVs in FY2015 and then turns its focus on FCVs for the future. However, cumulative sales of EVs and PHVs were only 110,000 units as of March 2015, and price remains high for some models. In order to meet the government's goal of a ratio of 50 percent for next-generation vehicles, 1 million EVs and PHVs needed to be purchased within 5 years. Therefore, METI decided to continue the current subsidy program for purchases of such

next-generation vehicles.

At the same time, METI is likely to call for expanded tax breaks for eco-friendly vehicles. It will seek to widen the reduction rate of the vehicle tonnage tax by 5 percent to 10 percent if the consumption tax increases to 10 percent in April 2017, as well as seek an exemption for vehicles that meet 2020 fuel economy standards, so owners, for the first year after purchase, will not have to pay the new, monthly "environmental performance tax" that is to be imposed on automobiles. These tax breaks would amount to approximately 200 billion yen. METI aims to help consumers replace their cars with next-generation vehicles, thereby achieving its goals of making next-generation vehicle widespread and maintaining a firm base for domestic industry. (*Daily Automotive News, Aug. 27 issue*)



Continuing subsidies for EVs and PHVs

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### Logistics study group meeting

At the 11th meeting, after reviewing matters discussed at the previous meeting, the packaging specifications of each group were evaluated and discussed by parts type. For fenders, the NGP Group's approach was deemed to be the best. For hoods, because hoods come in various sizes, the packaging methods of two entities, ARN and JARA, received the highest marks. JARA's method of packaging hoses and System Auto Parts's method for packaging radiators were also highlighted for their excellence. The

various methods were evaluated in terms of the time required, material costs, transportability, and flexibility in the case of mixed shipments.

In addition, a cardboard manufacturer explained the revised version of its "cardboard for wrapping doors (Karakuri Cardboard)", about which discussion is ongoing. Although the previous version featured an upper cover that needed to be put on the package manually, the revised one features a fix-type cover, resulting in a substantially taller package. This led voiced concerns about not being able to see ahead when transporting a door package as such, as well as to worries about costs. However, based on this sample, each group will conduct further discussions.

With packaging almost completely discussed, study group participants exchanged opinions about the future direction of the group's activities. Potential themes mentioned included the technologies of next-generation vehicles and the development of recycled parts markets overseas. "What if we turn this into an industrial issues committee?" proposed one meeting member.

It is rare for different groups of recycled auto-parts businesses to have a regular platform for discussion. As such, many will be watching to see in what direction the study group will go from its next meeting. (*Daily Automotive News, Aug. 27 issue*)

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