

KITEC 2024-2025

COMPETITION GUIDELINES DOCUMENT



KITEC 2024-2025 NATIONAL CHAMPIONSHIP

1. DEFINITIONS

1.1 KITEC Main objective

KITEC focuses on achieving its core objectives of mass Competence Development and employee recognition through collaboration and adherence to Volvo Service market systems and processes.

1.2 Scope/description

KITEC is a Pan-India Competition for Service market personnel in Volvo Trucks & Buses. A Competition that tests the Service market personnel on their technical, commercial and Volvo competence. The fundamentals of KITEC Competition are to find, gather and interpret information and to transform it into skills and knowledge through teamwork.

1.3 Authorized Volvo dealers/workshop

KITEC is a Service market Competition, open only to employees working in Authorized Volvo Trucks and Buses dealers/workshop. The definition of an authorized Volvo dealer/workshop is that the dealer/workshop has a Volvo issued dealer/ workshop number.

1.4 Service market competition

KITEC competition covers all the areas of service, parts and administration within Volvo Trucks & Buses Service market – including both hard and soft products and/or business operations.

The technical area within KITEC extends over both Volvo Trucks and Bus and is focused on all technical related subjects and function groups. Information gathering and technical related processes, extending over Truck & Bus models and variants.

The commercial aspect of KITEC 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, etc.

1.5 Core skills, Consistency, Adaptability-The Edge. Why?

Key Indian Technical Excellence Competition (KITEC) focuses on the importance of competence development in delivering world class service to customers.

The aim of the competition is to help employees develop their knowledge, skills, and ability to work as a team.

This 09th edition of KITEC prioritizes on:

- Core skills to complete the task with a high level of precision.
 - Consistency to get it right the first time
 - Adaptability to master evolving technologies
- all this designed to deliver an enhanced customer satisfaction

1.6 Who Can Participate?

The following roles in Volvo Trucks & Buses Service market in India (VSPC Own & VSPC Pvt) are allowed to participate in all phases of KITEC 2025.

- Service Technicians (all cadres)
- Parts Technicians.
- Apprentice Technicians.
- Site In-charge/Workshop In-charge.
- PSEs/PSTs/TKTs/BKTs/ARS.
- Area Engineers.
- Area Service Managers.
- Warranty Handlers/Supervisors/etc.
- Parts Officers/Assistants/etc.
- Area Uptime Coordinators
- Service Advisors, CRE/CRM, etc.

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Finance, HR, IT, RSMs, Workshop GMs, Workshop Managers, Back-end HO Support Function, KITEC Organising Core Team, Technical Trainers & Driver Trainers are NOT Eligible to participate in KITEC.

2. COMPETITION TIME PLAN

- Launch of the KITEC competition - Oct 30th, 2024.
- Individual Registration – Nov 6th, 2024, to Jan 3rd, 2025.
- KITEC Main Team Registrations – Nov 20th, 2024, to Jan 3rd, 2025.
- KITEC Round 1 – Dec 13th, 2024, to Jan 3rd, 2025.
- Round 1 Query – Jan 3rd to Jan 6th, 2025.
- Round 1 Closure – Jan 9th, 2025.
- KITEC Round 2 Feb 3rd to Feb 12th, 2025.
- KITEC Round 3 – Feb 25th to Mar-18th 2025.
- Round 3 Query – Mar 18th to Mar 21st, 2025.
- Round 3 Closure - Mar 26th, 2025.
- Tiebreaker (if needed) – April 4th, 2025.
- KITEC 2025 National Semi Finals – May 2025
- KITEC 2025 National Finals – August 2025

2.1 Competition structure

- KITEC 2025 has 3 Phases in the entire scope of the Competition.
- **There is no separate Competition for Trucks & Buses. All Phases of KITEC 2025 will be common for Truck & Bus participants.**
- Phase 1 comprises of individual registration for Individual participants, followed by team registrations-(**More details in 2.2**)

- Phase 2 comprises of 3 Rounds to be attempted by all Teams. **Round 1** comprises of **27 Questions + 3 missions** to be answered in **3 weeks**. Followed by **Round 2** which will have **20 Questions** to be answered based on certain **courses** to be completed in **Navigator Portal**. Lastly, **Round 3** comprises of **27 Questions + 3 missions** to be answered in **3 weeks**. (**More details in 2.3**)

Each Mission will have to be completed by the Teams so as to benefit from additional points.

2.2 KITEC 2025 Phase 1

(Registration)

Individuals from eligible roles in Service market Organization can register for KITEC 2025.

Individuals who register will now gain an entry into the KITEC 2025 Team Competition and will be allowed to form teams of their choice within the same Workshop/Area.

A team should be comprised of between **TWO to FOUR Individual registration members** who are employees of the same Workshop/Area.

The recommended team mix for all teams includes 2 technicians + one commercial team members + 1 white collar. The team should be well balanced, covering the spectrum of topics involved in the KITEC Competition as well as allowing interpersonal interaction and cross learning from different participants.

2.3 KITEC 2025 Phase 2 Competition (Team Based Competition)

KITEC 2025 Team Based Competition comprises of Round 1 (Theory), Round 2 (Digital challenge), & Round 3 (Theory). All these Rounds will be Online based and can be participated at the respective work locations.

2.4 KITEC 2025 Phase 3 Competition (Team Based Competition)

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Last Phase of KITEC 2025 Competition will have the National Level Semi Finals and National Level Finals organized.

These 2 Rounds will be a hybrid Round comprising of Theory & Practical Stations.

More details regarding the Semi Finals & Finals selection process will be communicated as the competition progresses.

3. RULES

The rules are mandatory and must be followed throughout the entire competition. The participating Workshop/Area in KITEC must be an authorized Volvo Workshop/Area.

- KITEC is open for service market personnel
- Teams can consist of Min 2- Max 4 members. All team members in the same team must belong to the same authorized Volvo Workshop/Area
- KITEC refers to on the job training and should be regarded as normal working hours
- 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 KITEC Market Leader. The KITEC Market Leader has to report all changes in teams to KITEC Core Team (helpdesk kitec@volvo.in)

3.1 Access to Information for participating in KITEC

- In good time before the start of team Registrations, the Workshops/Areas need to secure access for the participants to relevant applications/ information in the Trucks Portal (e.g. Impact, Warranty Binder, Wiring Diagrams, Accessories Products, Campaign Information and VBC Remote, Driver Guide, etc.) and to current versions of required workshop tools such as Tech Tool.

- Dealers/workshops must ensure to provide enough time to participating teams for preparations and carrying through the KITEC competition during working hours. Estimated time needed per question is 15-30 min.

4. ROLES AND RESPONSIBILITIES KITEC 2025

5.1 Dealer Line Managers

The line managers for KITEC are the ASMs/Workshop Managers, who have agreed to support and apply for the training event of KITEC. It is these managers who will gain the greatest effect achieved from KITEC. KITEC 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 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 KITEC. This event will develop not only the participants themselves but also the dealer, as a result.

5.2 KITEC Market Leader

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

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

The KITEC Market Leader has the following responsibilities:

- Adhere to the rules and recommendations for KITEC 2025.
- Cascade all KITEC information to the KITEC Dealer Leaders
- Manage the KITEC administration tool according to guidelines

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- Maintain full Integrity of the confidentiality of the competition content, both theoretical parts, Semi-Final station tasks and Final tasks.
- Follow-up Round queries and give feedback from the KITEC competition on market level towards KITEC Teams
- The KITEC Market Leader has to report all changes in teams to the KITEC Development Team
- Decision taken by the KITEC Market Leader will be termed as FINAL right through the Competition Lifecycle.
- To be the coach and spokesperson towards the KITEC participants in the Workshop/Area.
- The KITEC Dealer Leader has the authority to encourage participation within the Workshop/Area, but not influence any specific Individual/Team during the Competition lifecycle.

KITEC 2025 Market Leader & Regional Leaders should show full Integrity of the confidentiality of the competition content, both theoretical parts, Semi-Final station tasks and Final tasks and right through the Competition Lifecycle.

5.3 KITEC Regional Leader

Within each Region there shall be a KITEC Regional Leader. This role will be executed by the respective **Regional Trainers** with the support from **OJTs**. With the overall responsibility to set up, promote and then manage KITEC for their respective Regions through established channels.

For any other queries or clarifications, please write to helpdeskkitec@volvo.in

Responsibility of the KITEC Regional Leaders:

- The KITEC Leader together with the KITEC Market Leader set the direction for the local KITEC participation
- Actively promote and support KITEC towards dealers/workshops and their management
- Cascade all KITEC information to the KITEC Dealer/Workshop Leader and/or participating teams.
- Manage the administration of the competition on regional level
- Be a coach & motivator to Teams during the Competition.
- Have knowledge about how to register teams and team members in the KITEC administration tool and support participants when needed.