

NASTF VSC SUMMARY

10-28-15

Call to Order: Bob Stewart called the meeting to order at 11AM Eastern

Attendance: Attached on separate sheet.

Past Action Items: Claude Hensley reported there were several changes to OEM SDRM sites in the past quarter. The only update still needing to be done is Toyota and that should be completed by COB Friday, 10-30-15. Claude also reported that discussions of FindAVSP.com have generated broad agreement it should be done, however other projects are taking priority at this time.

SDRM Usage Report: David Lowell reported that sign-up rates remain at impressive levels. There have been 1,421 new enrollees since January 1st. Of those, 749 are Independent Auto Repair facilities (many of them need Mercedes TRP parts). An additional 672 Locksmiths have signed up in that period. David reported that overall data transactions are down from previous levels, due to issues with the GM site (which GM believes are now solved) and also suspension of some high volume users.

Promotion Report: David Lowell reported he has been exhibiting at four tradeshows per year in the locksmith field or the Independent Repair field. Interest and sign-up rates remain good at these shows and people who have signed up are stopping by, if they need clarification on any points.

NICB Report: Jennifer Palacz reported NCIC's (National Crime Investigation Center) for the quarter that intersected with LSID's. NICB is giving a full report to the SDRM Operations Manager monthly now, which facilitates action to suspend any LSID accounts that warrant further auditing or investigation.

SDRM Audit Trends: David Lowell reported he immediately suspends any LSID that is connected with a Theft Report. If the audit paperwork is in order and it appears to be a repo, or key made at auction after recovery; he turns the account back on. Non or inadequate responses are left turned off, and have the appeal process available to them. Random User Audits, High Volume Audits and New Account Audits are all continuing at high levels.

Security Related SIR's: Skip Potter reported all Security related SIR's have been resolved except one and it is pending. Further Info is available at <http://www.nastf.org/custom/sir/reports.cfm?>

Kaizen (Continual Improvement): Claude Hensley noted improved timeliness of NICB's reports and also the volume of audits by the SDRM Operations Manager. An outside audit of SDRM infrastructure and procedures, commissioned by the two Automaker Trade Associations; should point the way to improvements in 2016.

Canadian SDRM: John Norris reported they have passed 100 active VSP accounts now and have twenty more in the process of a very thorough background check. John reported they have access to Security data for 83% of passenger vehicles in Canada, and are trying to work with automakers to add more.

New Business and Action items: Bob Stewart called for, but no new business was mentioned.

Adjourn: Bob Stewart adjourned the meeting at 11:47 eastern

Attendance

Claude Hensley, Lock Man Locksmith
Bob Stewart, GM
Brian DeAscentiis, Subaru
Glen Eaton, Drew Technologies
James Garrido, Mobile Diagnostics Group
Craig Jeffries, Subaru
Dave Lanspeary, Kett Engineering
Jack Molodanof, ASCCA/CAA
John Norris, CIIA/HARA
Jennifer Palacz, NICB
Jim Parrie, Old Capitol Locksmith
Jerry Riedel, Dent Wizard Int'l
Mark Saxonberg, Toyota Motor Sales USA
Dan Selke, MBUSA
Donny Seyfer, Seyfer Automotive
Valerie Sullivan, American Honda
Danny Uhls, Nissan NA
Terence Vance, Toyota Motor Sales USA
Jim Von Ehr, Nissan NA
David Lowell, ASA/NASTF SDRM
Tony Molla, ASA/NASTF SDRM
Skip Potter, NASTF