

## NTDA announces remaining speakers for 2017 NTDA Tyre Industry Conference



The 2017 NTDA Tyre Industry Conference, sponsored once again by **Avon Tyres**, is now over-subscribed and it's no surprise that this annual event continues to be so immensely popular with NTDA members when you look at the second tranche of great speakers the Association has lined up:



**Paul Binks Divisional Director - People Development, Kwik Fit GB Ltd: Project Update on the Tyre Technician Trailblazer Apprenticeship Standard**

Paul is currently Divisional Director – People Development for Kwik Fit

GB and has responsibility for all aspects of Learning and Recruitment. Paul has worked in a variety of roles with Kwik Fit, joining as a Vehicle Technician & MOT Tester in 1986. Joining the company's Trainee Manager Programme in 1988 and taking on the role of Centre Manager in the same year. Paul moved into the world of training and development in 1996 as a Technical Trainer, before re-locating to head office to take up the position of Apprentice Programme Manager in 1998. Several promotions later Paul now leads the People Development Division, with over 50 staff dedicated to finding the very best staff and ensuring that talent is recognised and developed to the full.

Paul has extensive knowledge of Apprenticeships and recently led Kwik Fit through a very successful OFSTED Inspection, where all aspects of their programme were graded as Outstanding. He has for many years supported the work of the IMI to develop Apprentice Frameworks for the 'Fast-fit' and Specialist Tyre sectors.



**Steph Savill, Managing Director - The Foxy Lady Drivers Club – Why don't women drivers enjoy visiting garages?**

Steph is MBA qualified, a Fellow of the Institute of the Motor Industry (FIMI) and a Fellow of the Chartered

Institute of Marketing (FCIM). Her 30 year career has been in operational, sales and strategic marketing, roles, including directorship in the travel, leisure and automotive industries.

Today Steph runs the UK's only motoring club for women including a network of female friendly approved garages. Armed with impressive awards for her social media campaigns, industry support and online communications targeting women, Steph is ideally positioned to help the motor industry see itself from a female point of view, whether as increasingly influential customers, members of staff or future recruits.



**Julian Mason, Service and Compliance Manager, National Conciliation Service: Alternative Dispute Resolution – Guidance for Tyre and Auto-care Service Retailers**

Julian is currently Service & Compliance Manager at the National Conciliation Service, which is a Chartered Trading Standards Institute (CTSI) certified provider of independent ADR for consumer to trader disputes. Since June 2011, Julian has been the Independent Adjudicator for the Bosch Car Service network of garages in respect of its Consumer Code of Practice (also approved by the CTSI).

For over 13 years he worked alongside Trading Standards officers in Cheshire to improve customer standards in the field of automotive sales, service and repair. In 2009, he compiled a report for the Office of Fair Trading regarding standards in the field of automotive service and repair, which was in turn forwarded to a number of interested parties including the Trading Standards Institute, the National Consumer Federation and 'Which' and 'What Car' magazines.

For over 18 years, he has worked with the Princes Trust as a business mentor and in 2006 achieved the accolade of Liverpool Business Mentor of the Year. He is a member of the Institute of Consumer Affairs and a Corporate and Associate member of the Chartered Trading Standards Institute.



**Mark Dolloway, Sales Director, Automotive Aftermarket, Schaeffler (UK) Ltd: Mobility for Tomorrow – Innovation in Practice**

Mark has over 20 years' experience working in Sales and Marketing roles in the UK and European

Automotive Aftermarkets, starting his career in motor factor and distribution roles, and progressing to tier one manufacturers such as SKF and Schaeffler.

Mark is now the Sales Director for the Automotive Aftermarket segment of Schaeffler (UK) Ltd, managing a team of sales and territory managers covering the UK and Ireland. Schaeffler's strategy of 'Mobility for tomorrow' encompasses the daily initiatives of the UK Aftermarket team by providing dedicated sales support and training at installer level, both on current vehicle technology and trends that will shape the future of Aftermarket workshops.



**Peter Taylor, TRA Secretary General: Partners in Responsible Retailing**

Peter is a tyre industry veteran with experience in new tyre and recyclates markets around the world.

He is Secretary General of the Tyre Recovery Association (TRA) and a prolific speaker and writer on industry matters. The TRA operates a unique market-based best practice programme for scrap tyres in the UK, which is the largest of its kind in Europe.

In 2009 he was awarded an OBE by Her Majesty the Queen for services to the tyre industry. He is a Freeman of the City of London and a Liveryman and Court Assistant of the Worshipful Company of Wheelwrights, where he also chairs its Education Committee.



**Paul McWilliam**

Paul has been with Highways England since 2005, originally starting as an on-road Team Manager within the Traffic Officer Service, then as an on-road Operations Manager.

He is now the Operations Lead for smart motorways, which involves working with scheme designers,

emergency responders and safety experts to ensure that smart motorways can be operated safely and efficiently to improve the experience of smart motorways for drivers and road workers. Before joining Highways England Paul was a transport manager and has also served in the HM forces.



**Ben Harrison, Divisional Director, Jelf Beaumonts: Risk Management Considerations for Tyre Companies**

Ben is an Insurance broker from Shrewsbury and has disrupted the way traditional insurance programmes

are arranged. His team have worked with the tyre industry for 25 years and work with their clients throughout the year to improve their risk profile which is a key factor when negotiating their insurance premiums. Ben is an active participant in NTDA activities and a regular attendee at regional meetings.

All too often businesses lose control of the way their insurance are managed resulting in waste and inefficiencies. There is an alternative and Ben's team have solutions.

Commenting on the conference, NTDA Chief Executive Stefan Hay said: *"We've got a truly fantastic array of speakers from across the tyre and wider automotive after-care market lined up and in addition, we will be launching the NTDA's **Manifesto for Change** and reporting on our new **Professional Development Scheme for Tyre Technicians** and of course our new National Chairman, Prashant Chopra, will be reporting on the wider achievements of the Association in the last year. With 200 delegates booked to attend and a waiting list of people desperate to fill last minute cancellation slots, we're certain this is going to be yet another memorable event!"*

