

# KeyQuest News

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KEYQUEST

- *Individual projects.*
- *Diversity.*
- *Challenge.*
- *A range of clients.*
- *Regional locations.*

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## KeyQuest—behind the name

After many years of employment in the automotive industry, KeyQuest was established in August 2006 as the trading name used by Rob Newcombe for his Automotive Training Consultancy.

Collaboration with Melanie Day, whose skills complement Rob's, has added further strength to KeyQuest.

Those that have met Rob will recognize that he thrives on diversity and challenge, and this is the philosophy on which KeyQuest is based.

KeyQuest aims to undertake a dynamic portfolio of individual projects for a range of companies. This has certainly been achieved during the first 18 months of trading.

Services provided during this time have ranged from preparation of contract tender documents for a major training company, online training management, training course design and delivery, document development services, product launch sessions at the NEC bike show, development days for school support staff and even research and production of technical questions for an online technician recruitment tool.

Clients have included a number of automotive brands such as Volkswagen Group, Citroën, Suzuki and Jaguar and the projects undertaken have led to opportunities to work around the UK—from Glasgow to Slough.



The variety of work completed during the last year has deepened our passion for the automotive industry and for high quality training.

The future looks bright for new ventures in 2008 and the time has come to compile a KeyQuest website. The site provides an overview of KeyQuest and the services it provides and can be found at [www.keyquest.co.uk](http://www.keyquest.co.uk).

## Citroën Consultant Technician Updates

The launch of the Citroën C-Crosser saw Rob re-establish his links with Citroën UK to help with the design and delivery of the technical launch training for Citroën's consultant technicians.

Having worked with the Citroën team in the past, it

was good to be back and participating in such an enjoyable project.

The training schedule ran from September through to the end of February with delivery split between Citroën's main training centre in Slough and its regional training facilities in

Glasgow and Doncaster.

The courses were well received by all who attended and this has led to Rob being invited back to deliver a run of technical launch training for the impressive new Citroën C5, starting in April 2008.



School support staff training

## Back to school for KeyQuest

During the winter of 2006/2007 KeyQuest was asked to compile and deliver two staff development days for the support staff at Magnus Church of England School, Newark.

The project was challenging and different to previous ventures. Subjects to be covered during the courses were teamwork, communication and customer service.

The participants' various job roles included examinations officers, lunchtime supervisors, maintenance staff and school governors, with the training taking place in the school hall and using additional classrooms for breakout sessions.

The courses were designed to be lively and interactive while appealing to the full range of delegates.

With large groups (around 35 people) the sessions were delivered jointly by Rob and Mel.

The days were stimulating for both delegates and trainers. The school staff Christmas dinner provided at the end of the course was an added bonus!

## Bandits at the Bike Show

*An opportunity  
to work with  
different  
technology*

Shortly after establishing KeyQuest, Rob worked with the team representing Suzuki at the bike show, providing pre-show coaching for stand staff in addition to joining the team on the stand and providing after-show training sessions for dealer staff.

The training focused on new products including the launch of the GSX-R 1000 and the latest Bandits.

Working with bike technology and within a different industry made a welcome change and the Bike Show is always a friendly, exciting and rewarding place to work.

Lunch breaks also provided plenty of opportunity to go window shopping for the next bike!

## Jaguar Enthusiasts' Club

Seminars are held regularly at Castle Bromwich for the members of the Jaguar Enthusiasts' Club.

Each event focuses on a particular model and the organised activities provide an ideal opportunity for members to obtain information and advice about their vehicles—either those that they already own or that they are contemplating investing in.

Speakers at the seminars include both sales and technical experts and when an opportunity arose to join the team Rob was happy to fill that role—providing technical sessions for members of the club on seminar days.

For further detail of the seminars, visit the club's homepage [www.jec.org.uk](http://www.jec.org.uk).



Preparing for a Jaguar Enthusiasts' Club Seminar

## KeyQuest Profile—Rob Newcombe

From starting with REME as a civilian apprentice, Rob progressed through various roles with the MOD before entering the automotive industry as a technical trainer in 1994 with AA Training Services.

This led to roles within automotive training that covered design and delivery of a wide range of technical and non-technical training programmes for a number of manufacturers.

In addition to the regular scheduled training, Rob thrived when project managing vehicle launches for both sales and technical staff and working on ad-hoc projects such as design and implementation of Training Needs Analysis programmes and also on the research and compilation of tender response documents for a major automotive training company.

After a number of years as a Technical Training Team Manager, in 2004 Rob took the position of E-Learning Man-

ager for SEAT UK, liaising between SEAT Spain and UK in order to manage the UK introduction of SEAT's online training platforms.

On leaving SEAT and establishing KeyQuest, Rob continued to provide this service to SEAT as a contractor until handing over to the new manager during 2007.

The establishment of KeyQuest was a major new challenge and so far a very satisfying change in direction.

Rob's quest for new challenges isn't just confined to work.

With a lifelong love of motorbikes—particularly Italian bikes—Rob has a Laverda Jota and a Moto Guzzi Sport Scuro.

The Jota is awaiting a Sunday afternoon rebuild but the Moto Guzzi saw plenty of action during 2007, when Rob traveled across Europe with only the bike for company.

The views were magnificent and the people encountered en route were always welcoming.

Despite a few scary moments, it was the fulfillment of a lifetime ambition and an amazing experience.

Travel isn't only by motorbike, with skiing trips to Chamonix and Les Carroz during the last year.

The walking boots and mountain bike also see plenty of action, favorite UK places include Snowdonia, the Brecons and the Peak District.

Football has always been a passion, watching and playing. A Leicester City supporter from an early age, 2007 also provided the opportunity to experience several England matches.

On cold winter mornings Rob can often be seen playing for his local team. Opportunities to play for a premiership club may be rare but a chance to play at a premiership ground arose in 2007 and Rob seized that opportunity, representing SEAT in a charity match at Villa Park.



*KeyQuest has proved to be a very satisfying change in direction*

## KeyQuest Profile—Mel Day

Having been freelance since early 1997, projects have varied from editing, to training material design and production, through to training delivery—principally within the automotive industry.

With a publishing background, Mel has a flair for the production of accurate, clear documents, training material and

presentations—a vital skill during course development.

This attention to detail is also evident while delivering training including warranty, parts, systems, product knowledge and vehicle technology.

Mel spent much of 2007 at Volkswagen Group's National Learning Centre, supplementing the existing training team

to provide implementation training for the group's new warranty processing system, in addition to a number of the regular warranty and parts courses.

Mel's ideal relaxation would be in walking boots, surrounded by lakes and mountains, or perhaps trying to pick a winner at the races.



## KEYQUEST

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KeyQuest was established in August 2006 .

Many projects undertaken by KeyQuest are provided through a collaboration between Rob Newcombe and Melanie Day. Our range of experience covers all aspects of automotive aftersales, in addition to product knowledge and soft skills training and product launch events.

Please contact us for further information.

## Volkswagen Group systems successfully handed over

With the establishment of KeyQuest, Rob's role as SEAT UK Online Training Manager continued until the group recruited a permanent in-house replacement.

The day to day management of SEAT's online training platforms, Virtual Campus and Training Portal, was Rob's responsibility, liaising with SEAT SA and SEAT UK to manage the system. Production of reports and newsletters and the development and delivery of training on the use of the platforms to in-dealer training coordinators was undertaken jointly by both Rob and Mel.

The handover to the new manager was completed in August 2007 with the delivery of a final coordinator training day before the new manager took over.

Also during 2007, Volkswagen Group established its Trade Parts Specialist centres, a major new venture for the group. Staff at the centres use a new SAP-based management system for all aspects of the business and Rob was a part of the training team delivering the training to TPS staff.

The range of courses covered all job roles, including warehouse, sales representatives and managers, with training

taking place at Volkswagen's parts distribution centre at Dordon.

Based at the Volkswagen Group National Learning Centre at Milton Keynes, Mel also undertook a long programme of systems training during 2007. Through the year the group rolled out its new warranty processing system, SAGA/2. The roll out involved a major training programme targeting the five brands in the group.

Mel supplemented the existing in-house training team to deliver the bulk of the SAGA/2 training—delivering around 75 one day courses—in addi-

tion to various courses from the ongoing parts and warranty systems and procedures training programme.



Virtual Campus—SEAT's online aftersales training platform.