

Case Study:

Bosch Service Lehner

The company is a franchisee of the Bosch GmbH with a own car repair shop and a smaller remanufacturing division for diesel fuel feed components.



Company and Business Model

Bosch Service Lehner is a franchisee from the Bosch GmbH with only one branch office, located in Bautzen. The company has two business units, the "Bosch Service" as a car repair shop and the "Bosch Diesel Center" with focus on remanufacturing of diesel fuel feed components.

For the remanufacturing process, they receive the cores preliminary from their own car repair shop and partial from other regional car repair shops. A special procurement management system for cores is not part of the business model.



Products

The products for the remanufacturing process are components from the diesel engine fuel feed like injectors, fuel pumps and injection nozzles.



Remanufacturing Process

After delivering the cores to the remanufacturing workshop, they are checked on a test bench to verify, if the engine's problem is caused by the tested component or from other parts of the engine.

Following, the customer receives a simplified estimation of costs. After he releases the order, the disassembly and the cleaning of the components begin. The next step is the analyses of the components to identify damaged or worn parts. Here, the customer could receive a more detailed estimation of costs again.

After releasing the order, the replacement of damaged parts begins, followed by the reassembly. The reassembling of diesel fuel feed components demand a very high technical cleanness. Because of the high pressure of the fuel injection and the low tolerances between the components, they have to be without any particles. Finally, the products are checked on the test bench to verify the function and performance parameters. Now they are ready to reuse in the engine.



Unique Characteristic

An advantageous aspect of the company is the franchisee from the Bosch GmbH. First, they got the special know-how, the test benches and spare parts directly from the manufacturer of the products.

Secondly, they receive the trust of customers in the remanufactured products, because they see the well known brand Bosch as serious distributor with its high image in Germany.

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