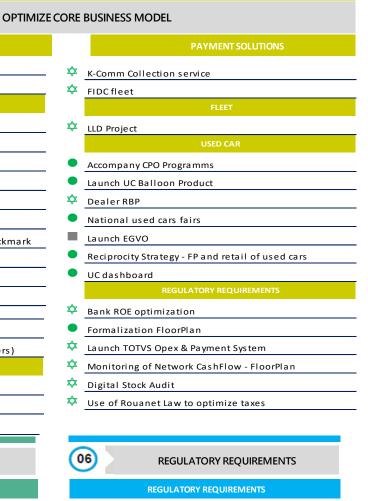
Seus ritmos seus resultados

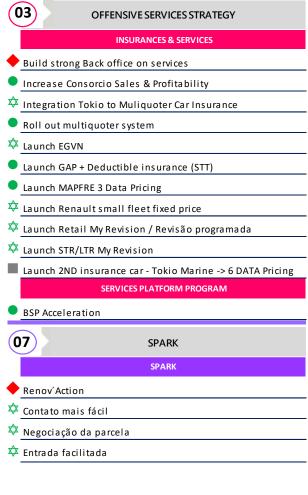




People@Renault



Forecast under IFRS 9











Become Customer Centric

September 2019

Pilot F.Schovinder



Complete Customer 360 View - Phase 2

Number of data tables integrated

Target:	Status:
	Datalake integration
Q4 2019	completed
	Santander by 2020;

H.Ferretti



Use Pre-Analysis as a lever of increasing sales and satisfaction

Conversion

Target:	Status:
Q3 2019	Strategy/Roadmap
	definition for use of leads
	generated by Pre
	analysis

W D

H.Ferretti



Target: Status:

launch

Q4 2018 Launched

M.Bruno



C.Conrado



Full Online Acceptance e-Sign

Signature 80% digital

Target:	Status:
Q3 2019	Kick off, 5 sprints done
C Pardini	



Embracon Q4 2018

Sales Force Marketing Cloud implementation

Launch

Target:	Status:
Q3 2019	SFMC contract sign, API development ongoning.
	development ongoning.
	In two wees start
	developmete SFMC
	•

C.Pardini



Full Online Acceptance CNH-e

3K ld's valid per month

Target: Status: automatic driver Q1 2019 validation test

F.Rigotti



Full Online Acceptance NOVAR 2.0

Quantity of proposals submitted for payment new platform

Target: Status: Q2 2019 E-sign project

F.Rigotti

Full Online Acceptance NF-e

eigthty percent of automatically validated invoices

**

Target:	Status:
Q2 2019	Pilot
F.Rigotti	
•	·



OCR - App Novar Phase 2

Roll out

Target:	Status:
Q4 2018	Done
F.Rigotti	

Loyalty Program - Reward

X

% Renewal Rate

Target:	Status:
Q3 2019	Santander change do ne (1/6) RCI Direct projet starte
H.Ferretti	



Lean Startup



















Become Customer Centric

September 2019

Pilot

F.Schovinder





Modernize the Credit Desk Working Tool

Tool implemented

Target:	Status:
2020	Waiting Santander forecast
M.	Bruno





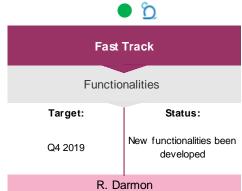
Use Pre-analysis as a lever of increasing sales and satisfaction -

Volume of proposals, approval rate, volume of contracts and increase of average ticket.

Target:	Status:
2018	Done
M.Bruno	



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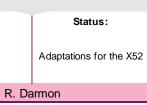




K Commerce

Functionalities

Target:	Status:
Q4 2019	Adaptations for the X5





Specify plan with individual surveys

Target:	Status:
Q4 2019	Continous process:Develop and run local surveys to support business strategy and bring customer kwno wledge to executive
H.Ferretti	

















Optimize Core Business Model

2019

F.Schovinder



Customer RBP

RBP implemented for new and used cars

Target:	Status:
Q4 2019	On going



Report avaliability of MAC / MOP by model

Report availability of MAC / MOP by Model		
Target:	Status:	
Q1 2019	Updating w ith 2018 YTD	
F.Tournier		



Follow RCI Corporate directive + assessment/training of RCI field team

Target:	Status:
Q4 2019	On Going
R.Chaddad	

Dealer Portal

Define project and scope. RCI Academy optimization

Target: Status: Defining teh entire strategy of Dealer portal, Q4 2019 trainning and other tools provided to Dealers. Analysing current

R.Chaddad



M.Bruno

Dedicated Dealer Agreements

Profitability by dealer to allow/ensure profitable individual agreement

Target:	Status:
Q4 2019	On Going
R.Chaddad	



Ensure success of PCP Strategy Renault

Balloon Product Push: Continuous negotiation to increase focus on Replaythrough media, CRM action, higher Investment of VM E etc.

Target:	Status:
Q1 2019	Train the field force
R. Darmon	



Ensure success of PCP Strategy Nissan

*

Balloon Product Push: Continuous negotiation to increase focus on Replay through media, CRM action, higher Investment of VM E etc.

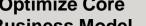
Target:	Status:
Q3 2019	CRM Campaing to renew all customers offering free revsion
R. Darmon	



Four meetings at least

Target: Status: Q4 2019 On Going

R.Chaddad



September

Pilot



F&I System integration/Competitiveness

If Go decided, implementation

Target:	Status:
Q4 2019	No answer from supplier
R. D	armon



Improve booking rate

Test Control analysis

Target:	Status:
Q3 2019	Aw aiting pilot test result control
F.Rigotti	



Integration of Training Nissan/RCI

SER Nissan site receive a link to integrate RCI Academy

Target:	Status:
Q4 2019	link is being created on Nissan Training Program NDP
V	.Caju



PCD cash conversion

PCD cash conversion

Target:

Q4 2018

Was tried 3 differents strategies for grow pen on this segment: 0% rate, Replay (ballon Plan) and accessories. But any of them was successful to revert results

Status:

V.Caju























Optimize Core Business Model

September 2019

Pilot

C.Viegas





Portfolio Sale

Sales Campaign Optimisation/Planning

Optmisation / Planning of challenges to

cover all population without any gap

R.Chaddad

Status:

On going

Target:

Q4 2019

Santander hold on 21/01

M.Bruno



Project ongoing

Target: Status: Go received 02/07/2019. Q4 2019 From 9 to 14 months to be implemented R. Darmon

Ensure success of PCP Strategy Sales

Balloon Product Push: Training to increase focus on PCP products.

Target:

Target:

Q4 2019

Target:

Q4 2019

Q4 2019 On going

Status:

Status:

Cost TBD w aiting for

Santander feedback

Status:

On going NIC. Renault

Selection program

rebuilding ongoing. Tests

schedule for August on

R.Chaddad

Investigate reserve account implementation

Necessary gap analysis and costs

associated

F.Tournier

Accompany CPO Programms

Volume

R. Darmon



Shared KPI with Nissan (Penetration/OS

Nissan apply KPI on M&S Team (Profit Sharing or/and Pen rate)

> Target: Status: Guy didn't consider this Q4 2019 KPI fair for M&S team

V.Caju



Deposit Activity Launch

Sucessfull access/deposits

Target: Status: Pilot with employees Q1 2019 already in place

F.Tournier





Implementation

Target: Status: Already presented to Q2 2019 Renault, waiting for decision

F.Tournier



Invoices done

Target: Status:

Implemented

Q3 2018

F.Tournier





Launch UC Balloon Product

Launch date

Target:	Status:
Q3 2019	0 contracts up to now Reasons why under analysis. New interest rate for August (1,34%

R. Darmon

Dealer RBP

Implementation of different credit policies and prices by dealers.

> Target: Status: Q2 2019 Done M.Bruno

























September



New "format" being designed

R. Darmon



Launch date

Target: Status:

> Product development only in 2020 - prior to rental products

R. Darmon

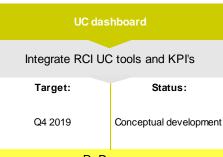


Increase used cars penetration

Target: Status:

changing FP pricing and Q4 2019 increase link with used car

M.Bruno



R. Darmon



Bank ROE optimization

Correct P&L split between companies

Target:

Q4 2019

Q3 2019

Status:

Profit Done / expenses on analysis

F.Tournier



Formalization FloorPlan

New tool implemented

Target:

2020

Process evaluation and Q3 2019 looking for tool for the future monitoring.

Status:

M.Bruno



Launch TOTVS Opex & Payment System

 \Rightarrow w

New tool implemented

Target:

Q2 2019

Status:

Integration Test

Analysing the viability of

production

F. Tournier



Monitoring of Network CashFlow - FloorPlan

Dashboard development for Renault and Nissan dealers

Target:

Status:

Q4 2018

ABRARE presentation done(RdB)

M.Bruno

Optimize Core Business Model

2019

Pilot

F.Schovinder



Digital Stock Audit

Implementation in the elected dealers

Target: Status: Q4 2019 Implementation process

M.Bruno



Use of Rouanet Law to optimize taxes

Use taxes to encourage Culture, Sports, etc

Target:

Status:

Q4 2019

R.Nascimento



Transition activity to HR





Lean Startup



Value Up













September 2019

Pilot

F.Schovinder



Build strong Back office on services

Finalization of Business case

Target:	Status:
Q4 2019	Document the rules use in the construction an updating of all curren reports

F.Rigotti



Quotas incremental

Target:	Status:
Q4 2019	Offer evolution after warrant extension for the customer who purchases the Renault vehicle with the "Consorcio" quota

R.Chaddad



Integration Tokio to Muliquoter Car Insurance

Launch date in Multiquote System

Target:	Status
Q4 2018	0

R. Darmon



Pilot - 1st semester.Network expansion-2nd semester. Training development focused on sales process

Status: Target: Q4 2019 BS

R.Chaddad



Launch EGVN

Launch date in Dealer Network

Target:	Status:
Q2 2019	0

R. Darmon



Launch GAP + Deductible insurance

Launch date in Dealer Network

(STT)

Target:	Status:
ū	System development,
	training and commercia
Q4 2019	policy definition.
	Development project we
	managed. Pilot will start

R. Darmon

**



Launch MAPFRE 3 Data Pricing

Launch date in Dealer Network

Target:	Status:
Q3 2019	3 months delayed. 90% done. Missing final Mapfr system development.

R. Darmon



Launch Renault small fleet fixed price

Launch date in Dealer Network

Target:	Status:
Q4 2019	Pilot in 3 dealers to be
	expanded. Project syster
	specifications and data
	interface with Mapfre wa
	postponed to 2020

R. Darmon



Launch Retail My Revision / Revisão programada

Launch date in Dealer Network

Target:	Status:
Q3 2019	French Mission decided GO about RDB channel product Strategy. NDD done and approved june 28th
R. Darmon	

Launch STR/LTR My Revision

Launch date in Dealer Network

Target:	Status:
Q1 2019	Finished
R Darmon	

Launch 2ND insurance car - Tokio

Marine -> 6 DATA Pricing Launch date in Dealer Network

Target:	Status:
2020	Tokio Marine product development only in 2020 - prior to rental products
R Darmon	



BSP Acceleration

Product roadmap definition

Target:	Status:
Q3 2019	Residential Insurance

A.Bittencourt

























New Mobility Foundation

September 2019

Pilot

F.Schovinder



FAM launch

Target:

Q1 2019

Status:

Finalisation of BP/Launched expected in Jan 2019

C.Conrado

\$

Bussiness Plan to be done

Target:

Q2 2019

Status:

Project with Renault COnsulting to check the viability

C.Conrado

Running Stand-by Alert











Back





Engaged and Competent Team

> September 2019

> > Pilot

F.Schovinder



KEEP 85%

Target:

Q4 2019

Status:

Action plan following GPTW surveys

R.Nascimento

Project Management (PMI,SCRUM...)

Development of project management skills

Target:

Status:

Q4 2019

Contract and schedule

R.Nascimento

Talent Management (kenoby)

Roll out

Target: Status:

Q3 2019

Contract Alignemnt and First Tests

R.Nascimento

VOE

Team buildings/seminars

Target: Status:

Q4 2019

R.Nascimento

Ongoing



Status:

R.Nascimento

Roll out

Target:

Q4 2019

Corporate planning













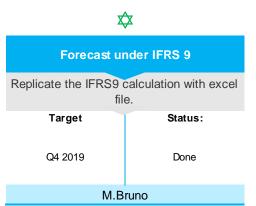


Regulatory Requirements

September 2019

Pilot

F.Schovinder





Back







 Negociação da parcela
 Entrada facilitada

 Planning done
 Planning done

 Target
 Status:

 2020
 Kick off

 M.Bruno
 M.Bruno

SPARK

SPARK



Spark

September 2019

Pilot F.Schovinder