What Strategies Can We Employ to Adapt to Rapidly Changing Technology?

- Examples: CAN network, ADAS,
- ADAS research – pilot locations across US producing daily data. Calibrations, perception of liability, space requirements, Lack of standards
- How does one technology impact another?
- Delegate responsibility for keeping up with certain technologies
- Invest in equipment/training to upgrade capabilities
- Dealers are not getting info fast enough – use in-house web systems to deal directly with call center
- Group trying to get standard terminology
- Outside trainers becoming certified OE trainers
- Relationships with next level – Tier 1 vendors.
- Industry collaboration is key
- Assign engineer to work closely with technical writer
- Educating the driver/customer about how the systems work
- Where is the market going with a/c refrigerant?
- How to decide what new technology to train on. Depend on how new is new, what is different about it. Can we repurpose something we already have to get it out more quickly?
- Are the techs going to have to be certified? .Liability, regulation. Need to get out ahead of it.

- Cybersecurity - firewall in the shop, scan tools, separate networks
- Tools keeping up with tech? Tool availability is a bigger problem. Once tech has base online training, the tech gets a personal laptop with software that stays in the work space
- Problem is diagnosed. What are we going to do about it?
- Collaboration is key. Need to find the commonalities.
- Should ASE being looking at certification in some of these new tech areas? At this point, it looks like ADAS will be incorporated into existing test areas. But ASE is industry responsive.
- Training has to step up to that too.
- Survey results tomorrow will have some data on this.
-