

Toyota Motor Corporation Australia Replaces Manual Dealer Assessments with Mitti

Client

Toyota Motor Corporation

Business Area

Business Applications

Industry

Automotive

Location

Melbourne, VIC



Overview

Toyota Motor Corporation Australia (TMCA) imports, markets and distributes Toyota and Lexus vehicles and parts across Australia, supporting one of the country's most extensive automotive dealer networks. Its Toyota for Life (TFL) program underpins dealer assessments that inform governance, performance monitoring and incentive outcomes across that network.

As TMCA looked to modernise the process, it needed a national platform that could improve consistency, maintain a clear audit trail and provide real-time visibility for the business. Atturra worked with TMCA to deliver a Mitti by SafetyCulture (Mitti)-based solution designed to replace a manual, error-prone legacy system and create a scalable foundation for future expansion.

Fast Facts

- Manual legacy system created inconsistent dealer scoring and heavy administration.
- SafetyCulture now supports TMCA's national dealer assessment program across more than 270 dealerships.
- Configurable scoring, role-based dashboards and dealer self-service standardise assessments.
- Power BI dashboards were embedded and automated with Workato and Power Automate for near real-time visibility.
- The rollout included a pilot, fortnightly showcases and 12 training sessions, with Phase 2 extending to LexusBusiness.

atturra

Level 2, 10 Bond Street,
Sydney, NSW, 2000
+61 2 9657 0999
atturra.com

"Toyota for Life needed a more consistent way to manage dealer assessments across our network. The new platform gives us better visibility, a clearer audit trail and a foundation we can keep building on."

Miriam Gauci, TFL Program Coordinator, Toyota Motor Corporation Australia



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Business Opportunity

Toyota Motor Corporation Australia (TMCA) needed a more reliable way to run Toyota for Life dealer assessments across a national network of more than 270 dealerships. They were relying on a manual, incumbent system that created inconsistencies in scoring, heavy administrative effort and risks around data inaccuracy. Those issues were creating consequences: reporting was slower, audit trails were harder to maintain, and the program carried reputational and compliance risk if assessments and incentive outcomes were not consistent.

The legacy environment was also siloed, with no Salesforce or Power BI integration, so insights were hard to surface and reporting was manual. When issues arose, resolution was slowed by offshore support delays, which added to the administrative load on TMCA's own teams. For a program that sat close to governance, performance monitoring and dealer trust, TMCA needed more than a point fix. It needed a secure national assessment platform that could standardise evaluations, preserve scoring integrity and provide centralised reporting for the business.

An external partner was needed to bring together implementation, integration and change management across a complex rollout, and the timing was crucial because TMCA needed a scalable foundation it could extend into other operational areas over time.

Solution

Atturra worked with TMCA and Mitti through a five-phase delivery model – Prepare, Explore, Realise, Deploy & Go-Live, and Support – to design and deliver a national Mitti-based assessment platform. Early discovery and workshops focused on the operating model behind Toyota for Life: the assessment hierarchy, the scoring rules, the reporting structure and the different user groups that needed to interact with the platform.

The solution was then configured across more than 270 dealerships in a three-tier hierarchy covering five regions: VIC, NSW, QLD, WA and SA. It introduced a configurable scoring engine, integrated action management, role-based dashboards and dealer self-service so the platform could support assessment workflows consistently across the network.

To give TMCA stronger reporting than the native platform alone could provide, Atturra embedded Power BI dashboards at national, regional and dealership levels inside Mitti using iFrame. Automation built with Workato and Power Automate pushed scores from Mitti into Power BI after each audit, giving the business segmented, progressive scoring and close to real-time visibility. That design meant TMCA could review performance in context, rather than relying on disconnected manual reports assembled after the fact.

The delivery included fortnightly showcases, a pilot deployment and 12 structured training sessions for regional staff, dealers, administrators and management using a train-the-trainer approach. Support was designed as a three-tier model that went from TMCA help desk to Mitti then to Atturra for Power BI and automation defects. This was backed by Mitti's 99.9% core-availability SLA. That support structure helped reduce ambiguity after go-live and gave TMCA a clear path for handling issues without interrupting day-to-day operations.

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Outcomes achieved

TMCA now has a national mobile-first assessment platform in place across its Toyota for Life program, replacing the manual legacy approach with a consistent workflow that supports standardised evaluations, full audit trails and real-time reporting. Around 600 users have been onboarded, including corporate users, dealership managers and dealership staff, giving the business a shared platform for assessments and reporting. The result is a more coherent operating model for a program that relies on participation and consistency across a large dealer network. The results are already clear in day-to-day use: 90% of survey respondents said the tool made collaborating with regional staff on assessments easier, with feedback pointing to faster visibility, clearer accountability and a more seamless way to manage open actions. The results are already clear in day-to-day use: 90% of survey respondents said the tool made collaborating with regional staff on assessments easier, with feedback pointing to faster visibility, clearer accountability and a more seamless way to manage open actions.

The move to Mitti has strengthened scoring integrity, auditability and consistency across the program. With centralised data and embedded reporting, TMCA is now better placed to manage the governance demands of a dealer assessment program that affects incentives, trust and performance monitoring. The platform also reduces dependence on manual reporting and siloed processes, supporting faster visibility and a more reliable operating rhythm for the team.

TMCA has already progressed the platform from tactical deployment to a strategic enterprise platform. The rollout has created a foundation for Phase 2 expansion into Lexus and other enterprise capabilities, showing the solution can support broader operational use over time. The 12 training sessions and train-the-trainer model also helped regional staff, dealers and administrators adopt the new process with support tailored to each user group, while the structured support model helps protect continuity as the platform grows.

Technologies

- Mitti by SafetyCulture
- Power BI and Power Automate
- Workato
- ServiceNow

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