

SESSION 4

REPAIR PRACTICES FOR ELECTRICAL APPLIANCES

RÉGIS KOENIG

FNAC DARTY

A horizontal line graphic consisting of a yellow segment on the left and a red segment on the right, positioned below the text.



700+

multi-format
stores across
the world

2nd

E-commerce
player
in France¹

85M

Transactions
in 2016

1st

After-sales
service
in France²

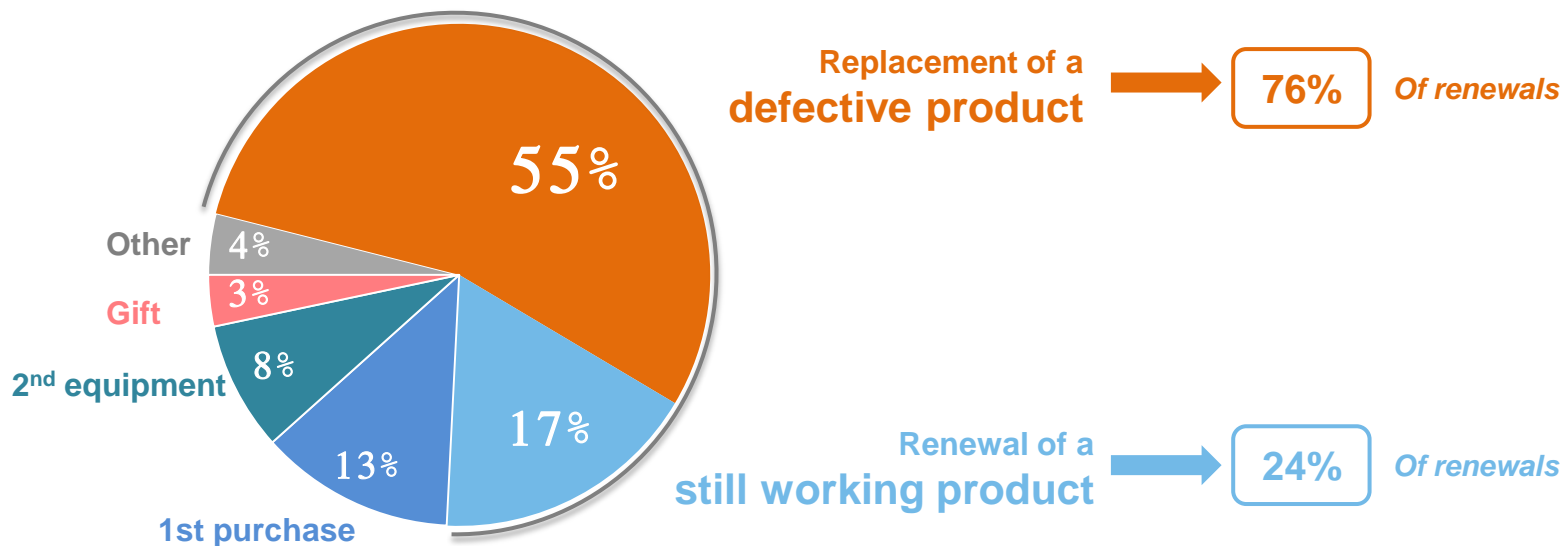
7M

loyalty
members

45% of web sales are Omnichannel



REPLACEMENT OF A DEFECTIVE PRODUCT IS THE MAIN DRIVER FOR ELECTRICAL GOODS PURCHASES IN 2018 IN FRANCE.



Source: LaboFnac – Baromètre SAV 2018

DRIVERS FOR ELECTRICAL PRODUCTS LIFESPAN

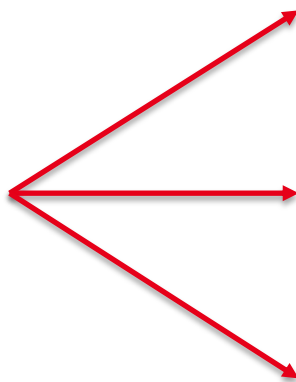
Product
Design

Customer access to
**Repair
services**

DRIVERS FOR ELECTRICAL PRODUCTS LIFESPAN

Product

Design



Reliability

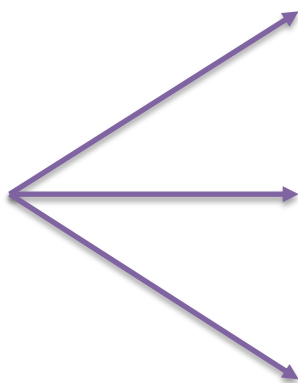
Reparability

Updatability

DRIVERS FOR ELECTRICAL PRODUCTS LIFESPAN

Customer access to

**Repair
services**



Customer
Information

Repair Cost

Repair service
network

REQUIREMENT FOR DEVELOPMENT OF NEW BUSINESS MODELS

Open access to

Software

Documentation

Spare Parts