



NEW HORIZON COLLEGE OF ENGINEERING

New Horizon Knowledge Park, Ring Road, Marathalli
Autonomous College Permanently Affiliated to VTU, Approved by AICTE & UGC
Accredited by NAAC with 'A' Grade, Accredited by NBA

DEPARTMENT OF MECHANICAL ENGINEERING

Industrial Visit Report

Company Name: Nandi Toyota Motor World Private Limited

Date of Visit: 11/03/2025

Location: #46/3A, Kudlu Gate, 7th Mile, Hosur Road, Bengaluru 560068.

Department: Mechanical Engineering

Attendees: 4th Semester Students

Accompanied by: Dr. Nagabhushana N and Dr. Sudarshan T A

Duration: 09:30 AM - 04:30 PM

1. Objective of the Visit

The goal of the industrial visit to Nandi Toyota was to offer students hands-on experience with the automotive manufacturing and business operations related to Toyota vehicles. This visit was designed to connect theoretical learning with actual industrial practices.

2. Company Overview

Nandi Toyota is one of the leading authorized dealers of **Toyota Kirloskar Motors (TKM)** in India. It operates a network of state-of-the-art sales, service, and spare parts facilities, primarily based in **Bangalore, Karnataka**. The company is known for providing a premium customer experience, offering a wide range of Toyota vehicles, and maintaining high standards in customer service and satisfaction.

3. Key Areas of Focus During the Visit

Service and Maintenance

- After-Sales Service
- Customer Service and Feedback Handling
- Body and Paint Workshop
- Sales and Marketing

- Vehicle Display and Test Drive Process
- Sales Process and Customer Engagement
- Toyota U-Trust (Certified Pre-Owned Vehicles)

Focusing on these key areas, participants have gained comprehensive understanding of how Nandi Toyota manages its operations, ensures customer satisfaction, and maintains its reputation as a leading Toyota dealership in India.

4. Key Learnings

The industrial visit to Nandi Toyota provided valuable insights into the **automotive industry** and the **Toyota way of doing business**. The key takeaways from the visit can be categorized into four main areas:

a. Operational Excellence

Kaizen (Continuous Improvement):

Quality Control and Assurance:

Customer-Centric Approach:

After-Sales Support:

Toyota U-Trust (Pre-Owned Vehicle Certification)

b. Technological and Sustainable Practices

Hybrid and Electric Vehicle Technology

Advanced Driver Assistance Systems (ADAS)

Environmental Responsibility

Business and Management Insights

Sales and Marketing Strategy

Dealer-Company Relationship

Employee Training and Development

5. Student Feedback

The industrial visit to Nandi Toyota was an excellent learning experience, combining theoretical knowledge with real-world application. It gave us a better understanding of automotive manufacturing, customer service, and business operations. We are thankful to Nandi Toyota for hosting us and providing such a valuable opportunity.

6. Conclusion

The visit to Nandi Toyota enhanced the participants' knowledge of automotive business operations and technical processes, reinforcing the significance of efficiency, quality, and customer focus in the automotive industry. This experience will undoubtedly benefit the students in their academic and professional journeys, inspiring them to apply these insights in their future careers.



Department of Mechanical Engineering

Industrial Visit

 **Nandi Toyota**
Motor World Private Limited
46/3A, Kudlu Gate, 7th Mile
Hosur Road, Bengaluru, Karnataka 560068

 **11 March 2025**

 **10:00 AM to 03:00 PM**

 **4th Semester Students**



Faculty Coordinator
Dr. Sudarshan T A
Senior Assistant Professor - ME

Industrial Visit Coordinator
Dr. Nagabhushana N
Senior Assistant Professor - ME

Convenor
Prof. Rakesh C
HoD - ME

Dr. Manjunatha
Principal





Glimpse of the Industrial Visit