

FEEDBACK FOR WORKSHOP HELD AT BRITAX WITH END-USERS


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ORGANISATION

- 12 CRS (including user manuals)
- 3 cars (Audi A3, BMW 320 GT, Peugeot 308 SW)
- 9 installers (no instruction given)
- 6 inspectors (from Britax's team)
- Digital cameras
- Data collection forms

Data collection form

Rating sheet				
Workshop R129-Phase3, 08.02.2017				
Installation starting time (hh:mm)		Ending time:		
Name of child seat				
Vehicle				
Name of installer				
Hb of CRS previously installed				
1st time you install this CRS model?	YES	NO		
Name of Inspector				
General rating of the installation (What is your opinion on the installation of the system?)				
very difficult	difficult	not easy, not difficult	easy	very easy
1	2	3	4	5
How confident are you on your correct installation of the				
not confident at all	I have doubts	Should be ok	I'm confident	I'm 100% sure it's OK
1	2	3	4	5
Which were the difficulties of the installation?				
1				
2				
3				
Which sign was or would have been helpful?				
1				
2				
3				
3 reasons that would make you choose this CRS				
1				
2				
3				
3 reasons that would make you NOT choose this CRS				
1				
2				
3				

INSPECTION OF INSTALLATION	
(Do not ask him/her, this would influence his/her next installation.)	
	YES NO
Did the installer have used the user manual? If yes, in the beginning? during the installation process?	
Did he looked at pictograms on the CRS? In your opinion, was she/he comfortable during the	
MISUSE REPORTING	
	Picture
1	
2	
3	
4	
5	
Profile of installers	
(to be filled only once)	
Gender:	Age:
Profession:	Living (hours/flat):
Car brand:	Model:
Hb of children ages (>)	TM:
How often are you transporting children? using CRS?	Everyday 2-3x/week every week 2-3x/mon. 1x/mon. rarely never
ISUFIR knowledge:	
ISIZE knowledge:	
COMMENTS	

ORGANISATION

- 12 rounds of CRS installation (10' each)
 - 108 installations
 - 108 check of installations
 - Pictures of misuse
- Debriefing with installers (and inspectors)
 - Top 3 CRS (best and worst)
 - What to improve
 - What was nice
- Debriefing with inspectors
 - Reactions/ behavior of installers
 - Feedback on issues encountered

OVERVIEW



PRELIMINARY RESULTS

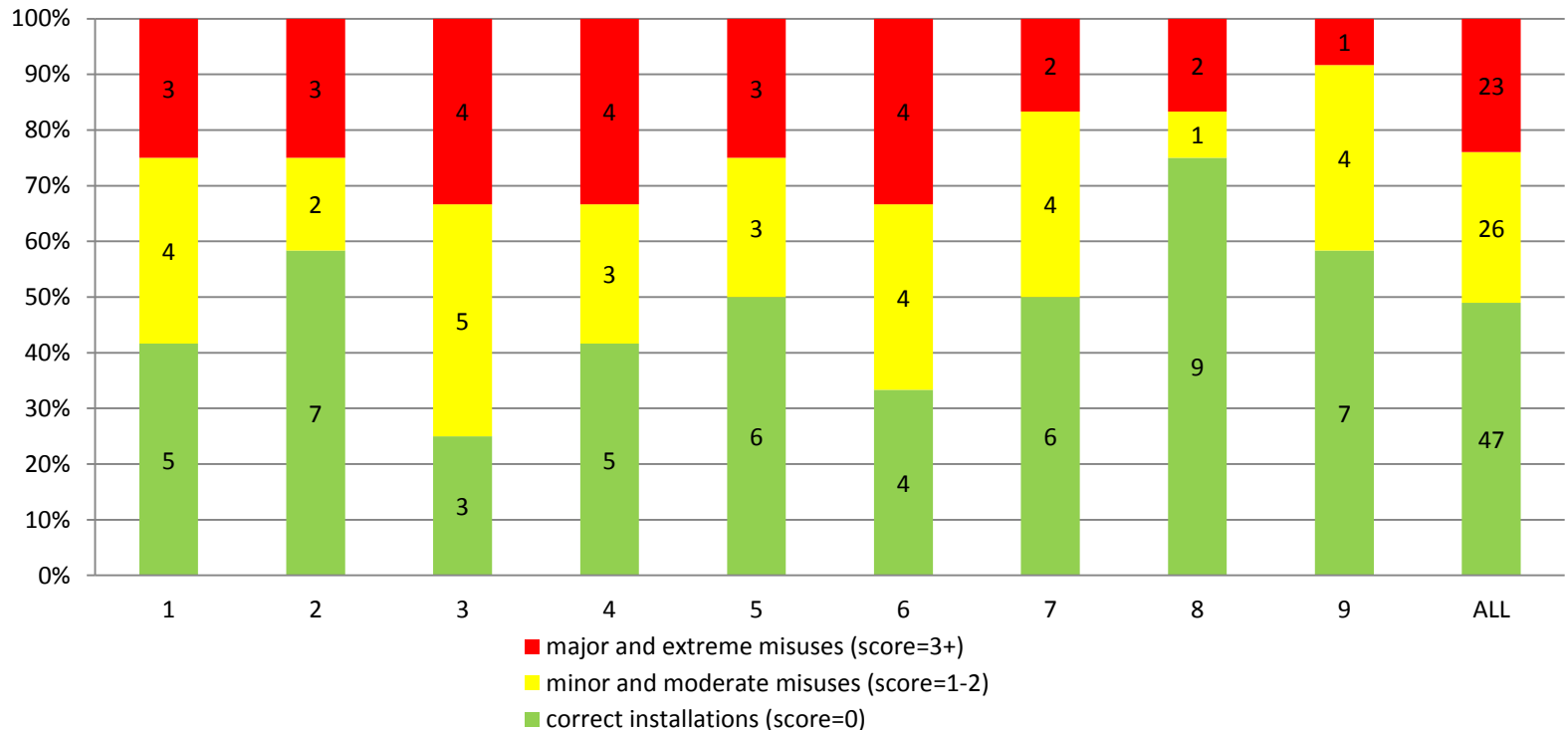
- Installer profiles
 - 6F – 4M
 - Driving cars from YM 2006 – 2015
 - Live in houses (except 1)
 - All have at least 1 child younger than 4 years
 - All transporting children everyday (7/9) or once per week (2/9)
 - All know what ISOFIX is
 - 3 out of 9 know what lsize is
 - Rating CRS installation (from very difficult = to 1 very easy =5)
 - Rating confidence in their installation (very poor = 1 very sure =5)

PRELIMINARY RESULTS

- Installer performances:

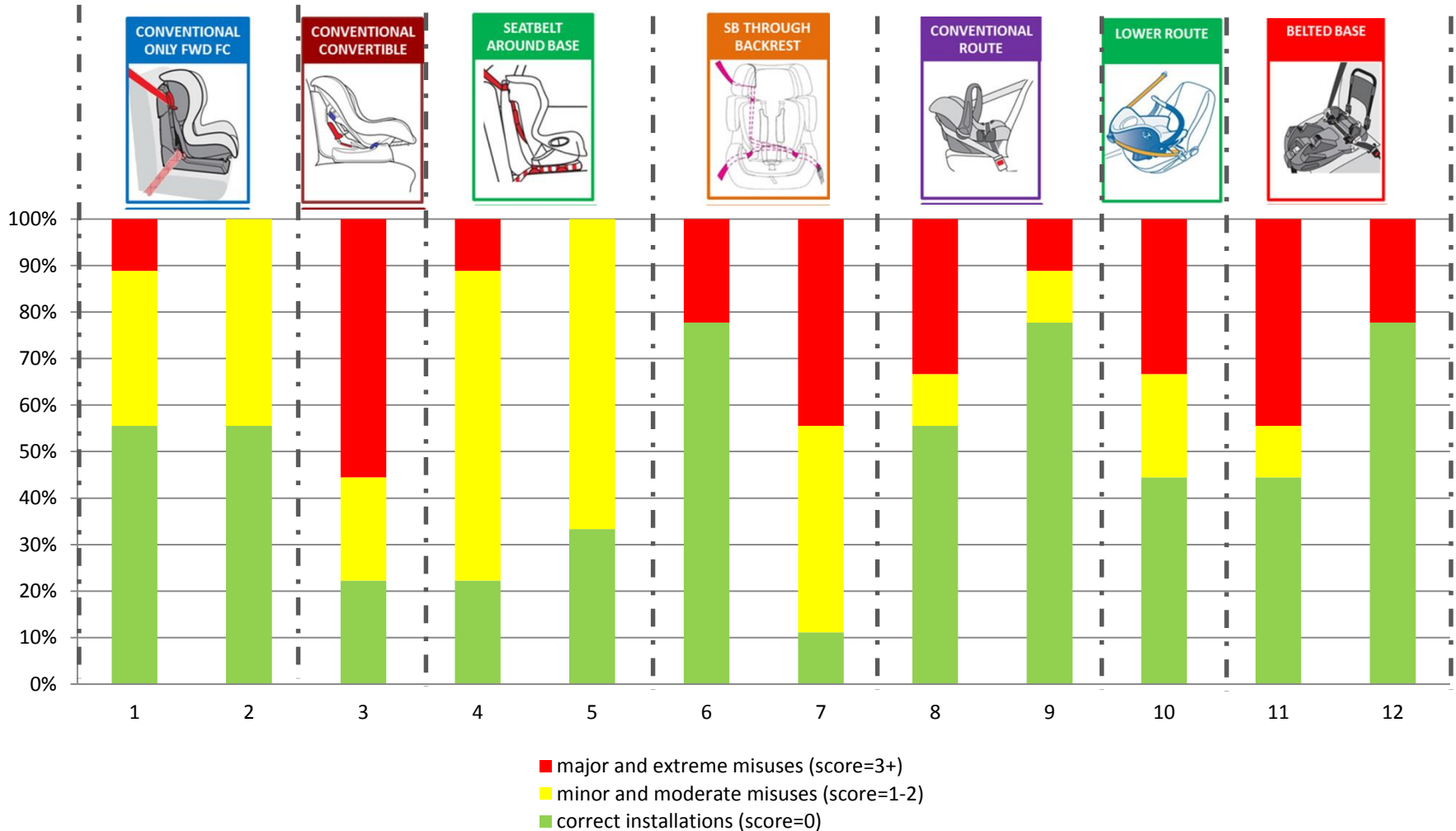
- Average time for all CRS = 5'

difficulty	3,1	4,1	3,3	2,9	2,8	3,1	3,6	3	3	2,9
confidence	3,1	3,7	3,2	2,9	3,4	3,6	3,6	4,1	3,75	3,1



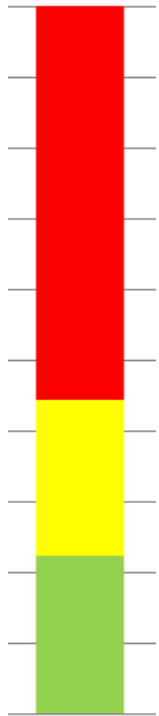
PRELIMINARY RESULTS

- Misuse rate per CRS

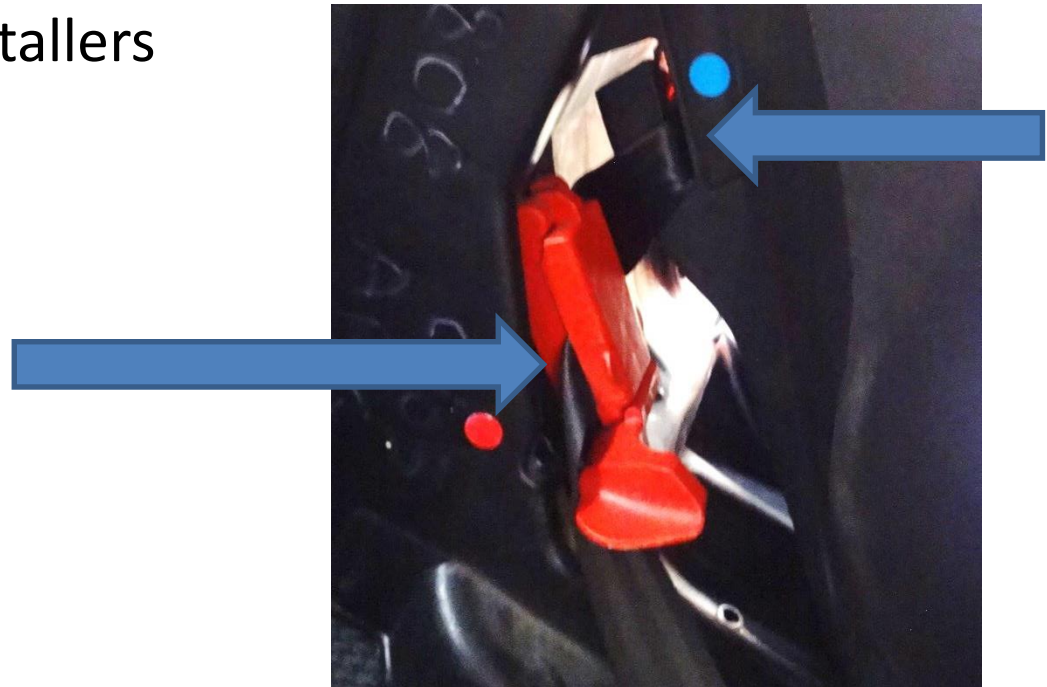


OBSERVATIONS

- FOCUS ON CRS n°3
 - Convertible CRS
 - Instructions were given to install it forward facing
 - Installed 5 times rearward facing
 - Not coded as a misuse (even if not what was required)
 - Only installation misuse coded according to the facing direction user instructions
 - Confusing for installers



3



OBSERVATIONS

- FOCUS ON CRS n°4
 - Equipped with a seatbelt tensioner
 - People were not used to such a device and use it as a seatbelt guide only which lead to coding of misuse (severity = moderate)



OBSERVATIONS

- FOCUS ON CRS n°7

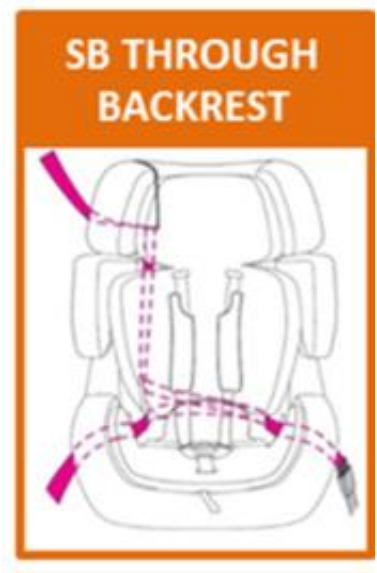
- Only installed correctly one time

- Not appreciated by none of the participant
- (but the model is very popular in Europe)

- In one case 10 minutes haven't been sufficient to have it installed (so coded in the study as not restrained)

- Reasons for difficulties (possibility to give 3 reasons)

- All installers complained about the seatbelt route difficulties
- Pictograms and user manuals unclear and not really useful



DEBRIEFING SESSIONS



RESULTS

Feedback from installers

1	intuitive installation for CRS n°1				
2	Instruction may not be different between pictograms and user manual				
3	Views on the CRS should be adapted to the side you are installing it. (mirror view)				
4	Seat instability (cosis) does not reflect protective impression				
5	Light seat did not give the impression of safety				
6	On line video of the installation of the system could be a plus value for helping the customers				
7	Minimum surface is required for seatbelt route indications				
	Blue dots are not sufficient to indicate seatbelt route				
	Red flags (more or less hidden) are not sufficient				
8	Installation are not checked when a system is sold so parents are never 100% sure				

RESULTS

Feedback from Inspectors

even with "car seats users" have made a lot of mistakes and severe ones

Inverted seatbelt route for baby shell
customers like the base + shell systems

"Elsa" (=CRS n°7) has nearly never been properly installed

Labels need to be visible once the CRS is in the vehicle

base or baby shell - back of the CRS hidden by dashboard or front seat
also true for FWD facing CRS - back is hidden by bench back

CRS n°1 : was loved but interference with the car interior

CRS n°4 : the seatbelt tensioner was not always used and not always correctly
lap belt was not always correctly routed

CRS n°6 was globally accepted and not so many misused

FURTHER WORKS

- Debriefing and work session with CLEPA members of the workshop on the following day (to be presented today)
- Call for similar workshop (using the same 12 CRS) in other countries (F,N,S,UK,...)
- Check database using all pictures
- Analyse:
 - reasons (good and bad) given by installers,
 - user manual and pictograms uses
- Update database with new input, make it anonymous and circulate it