

THIS ISN'T THE TIME TO ASK "DO WE HAVE
CONTROL OF OUR DISTRIBUTION NETWORK?"

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SGS

DISTRIBUTION NETWORK INTEGRITY AUDITS

ENSURE YOUR NETWORK IS COMMITTED TO CONSISTENT QUALITY

Your distribution network is the human face of your brand. When they are totally professional, they build the brand as well as drive the business forward. Distribution Network Integrity Audits ensure that your dealer and after-sales network complies with your standards and respects the quality of service your customers expect.

Using independent auditors, we provide a complete audit service that covers every aspect of dealer activity from back-office planning and coordination, front-office presentation, pricing and professionalism, through to after-sales service and support.

Our audits are a highly effective way to determine your network's current level of compliance, enabling you to focus your efforts to improve and sustain quality throughout. They can be integrated with possible ISO 9001 audits, when required, augmented with follow-up visits and incorporated into global reports that give both individual assessments and an overall picture.

WHAT ARE DISTRIBUTION NETWORK INTEGRITY AUDITS?

The new Distribution Network Integrity Audits work with Regulation CE 1400/2002 to ensure the compliance of your dealers and after-sales service (authorised depending on the choice between selective and exclusive distribution) against your company's standards.

We can also audit independent repairers, if they've been accepted as members of your authorised after-sales network. Basically, you set the criteria and standards you want your network to comply with, and we'll help ensure that they do.

THE RIGHT TO CONTROL YOUR DISTRIBUTION NETWORK

The Distribution Network Integrity Audits from SGS are based on the Block Exemption agreement of 1985 that allowed European car manufacturers exclusive control over their vehicle distribution systems. This legislation was designed to avoid cut throat competition amongst dealerships and ensures that Original Equipment Manufacturers (OEM) could control the pricing of their models and avoid unsustainable reductions. Nowadays, both car manufacturers and dealerships benefit from Block Exemption with harmonised prices and standards of quality.

HOW DISTRIBUTION NETWORK INTEGRITY AUDITS WORK

SGS auditors monitor and control the compliance of your dealers and their services through regular objective audits. An SGS auditor will visit your chosen site and investigate it against you and your OEMs' chosen criteria and industry quality requirements. Each criterion is assessed with a simple 'complies' or 'does not comply'. Because Distribution Network Integrity Audits are about a strict compliance with your requirements, failure in any area results in a 'failed' audit.

Distribution Network Integrity Audits are applied as:

- New application audits - checks the preliminary requirements in relation to the standard, such as the number of square meters of covered and uncovered surfaces, and the number of employees. They provide the client with an overview of their dealer and after-sales network.
- Surveillance audits - focuses on the maintenance of the requirements, the updating of resources and the codes of practice for both sales and after-sales activities.

ASSESSING YOUR DEALERSHIPS

At your dealerships, SGS auditors check areas such as*:

- corporate identity standards (flags, colours, floors)
- cleanliness
- showrooms
- test drive/demonstration
- sales staff (number, behaviour, identification, courtesy)
- IT tools/computer systems
- financial facilitations
- the delivery area
- second hand vehicles
- brochures
- proposals and client acceptance

ASSESSING YOUR AFTER-SALES

At your after-sales, SGS auditors will check areas, such as*:

- corporate identity
- dimensions
- shop supervisors, customer care managers and technical staff
- customer waiting rooms, acceptance areas and the workplace
- parking before/after repairs
- spare parts sales desk, storage for spare and replaced parts
- the body shop
- training areas
- specific training for warranty repair
- the software used for diagnostics
- the shop's equipment and technical documentation

** These are non-exhaustive lists and can be integrated with additional specific issues.*



MAKING THE MOST OF DISTRIBUTION NETWORK INTEGRITY AUDITS

Distribution Network Integrity auditors from SGS are both efficient and knowledgeable. They understand your dealers' processes as well as the OEMs' specific requirements, such as Dealer Management software, repair tools and instruments and electronic device diagnostic checks. Since OEMs are frequently reviewing the standards of quality, an important part of our job is to keep everybody up-to-date and informed of changes, so that your network remains in line with the latest standards. Distribution Network Integrity Audits enable you to develop a standard of quality that your dealers and after-sales will remain aligned to, boosting the reputation of your company and the quality of your network.

WHY SGS?

At SGS, we have the specific knowledge of the automotive industry. Added to that we're also immediately operational at a fraction of the amount it would cost to develop the equivalent with internal resources.

Our experience and understanding of the complex and diverse needs of clients comes from the expertise we've gained in the auditing, certification, testing and verification of businesses over the last 125 years.

Our global brand is built upon our presence in 75 countries with over 80 000 certificates globally. SGS is the world's leading certification body in diverse standards, such as ISO 9001:2000, ISO/TS 16949, ISO 14001:2004, OHSAS 18001, SA 8000.

Audits are a tool to improve the efficiency of your processes. Audit services are not only a measurement tool but also a building block of your continuous improvement systems. They recognise the past achievements, show how far the organisation has already travelled, helping to materialise the impetus of your business. The SGS approach is transparent and logical, which is why we become your partner towards improvement and in meeting your business objectives.

The diverse industry and technical experience of our global team of highly qualified auditors, enables them to deliver the most professional audits to assist you in meeting your business objectives. Our auditors are trained the 'SGS way', they listen to the client and are objective and ethical at all times. Our globally consistent approach means that our auditors identify the Corrective Action Requirements (CAR) in a consistent manner.

START TODAY

SGS representatives are happy to answer any of your questions and issue a proposal. Please contact:

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WHEN YOU NEED TO BE SURE

