

# SGS CPO PROGRAM CONSULTING

With certified pre-owned sales increasing at unprecedented rates, ensuring your brand has a strong program is vital. Brand loyalty is strongly impacted by a customer's CPO experience, which in many cases is their introduction to your brand. Customers expect CPO vehicles to be comparable in condition, warranty and buyer experience to that of new vehicles, and SGS can assist you in ensuring these expectations are met. We verify CPO program adherence, ensuring your dealers are offering vehicles that are in line with the exacting standards of your CPO program. From examining cars, bumper-to-bumper and under the hood, to auditing the facility and branding, we can ensure your standards are being met, securing you customers for years to come.



## THE BENEFITS

SGS is committed to protecting your brand in partnership with you and your dealer network by verifying CPO program adherence.

- Utilize random vehicle selection to ensure all vehicles meet your standards
- Assess compliance to your program and identify areas that need improvement
- Review dealership processes to ensure customer satisfaction remains at the forefront of CPO efforts
- Confirm displays meet stated and implied standards, are in line with FTC standards and are promoting your CPO brand
- Receive electronic reports that track results and offer added visibility

## CONTACT US

To speak to someone about our consultation services, please call (513) 648-4SGS or send an email to [us.transportation@sgs.com](mailto:us.transportation@sgs.com).

## TRUST AN INDUSTRY LEADER TO VERIFY CPO COMPLIANCE

Our team of automotive specialists, trained on franchise guidelines, conducts nearly 50,000 CPO dealer audits annually, randomly inspecting almost 500,000 vehicles for adherence to CPO and franchise standards. With so many inspections completed each year, we continue to refine our process and will work with you to create a custom program that will meet your needs.

- The SGS scheduling team works directly with dealership personnel to advise of upcoming visits and required documentation
- During each consultation, we review dealership adherence to stated standards as well as document compliance, point of sale and branding requirements
- Assess documentation and paperwork within deal jackets for program compliance
- Review physical and on-line inventory for accuracy
- Inspect vehicle certification/reconditioning
- Capture and transmit findings electronically via web-based reporting
- Review the consultation report and findings with dealership management upon completion of assessment
- Provide summary and trend reports for appropriate field and central office personnel

# SGS A GLOBAL INDUSTRY LEADER

As the world's leading inspection, verification, testing and certification company, SGS has over 95,000 employees that span 11 major industries representing over \$6.3 billion in revenue. Within the automotive industry, SGS provides coverage throughout North America of employee-based resources to perform vehicle inspections and consulting services for manufacturers, fleet providers, and rental car agencies. The size and scope of our organization allows us to remain flexible with regards to the scale of program and speed to market.

## WHY CHOOSE SGS?

Working with a trusted industry leader with a global presence allows you to create a tailored program that meets your needs, whether that's a full suite of services, or a quick custom solution.

- Understanding the nuances of your evolving business allows us to act as your independent, unbiased partner
- Rapid start-up of custom-fit programs due to our extensive industry background and refined best practices
- Resources to respond in a timely manner to nationwide requests
- Extensive automotive and dealership experience gives our consultants confidence in delivering inspection and dealers network solutions in a timely professional manner



## SGS ADDITIONAL SERVICES

With experience in many types of inspection and verification services, we are able to build custom solutions based on your current needs. SGS can help you with shop audits, training, title handling and more. For a full list of our capabilities, visit [www.sgsgroup.us.com/transportation](http://www.sgsgroup.us.com/transportation).

### SHOP AUDITS

The safety of your vehicles begins with the safety of your shop. Clean, safe, and compliant service bays allow your technicians to be better focused on the condition of each vehicle. As experts in service center safety, SGS can audit your shops for you.

- Validate shop conditions
- Inspect lifts and other equipment
- Perform hazardous material handling inspections
- Verify OSHA compliance

### RECALL SERVICES

SGS can assist in scheduling recall repairs with minimal disruption to dealership operations as well as verify recall repairs. Our product recall services provide multiple levels of recall protection for you and your customers while relieving fleet operators from the risk and time consuming tasks associated with ensuring regulatory compliance.

### DEALER NETWORK SOLUTIONS

SGS dealer network solutions give third party validation and ensure your dealer network meets customer expectations.

- Support the perception, credibility and reputation of your brand, dealership facilities and operations
- Ensure that your dealer network is meeting your brand standards
- Track results and enhance brand management through informative and complete reports

### OFF-LEASE INSPECTION SERVICES

Our independent and professionally compiled reports allow you to see a detailed cost analysis of vehicle damages along with the vehicle's precise value. For remarketing efforts, buyers can see the vehicle's exact model, features and condition.

### ASSET MANAGEMENT

SGS's asset management services provide secure protection and management of your titles, keys and other documents. With our state-of-the-art processing system, we are able to both reduce our customers' title-related costs while improving service and quality.

- Advanced online tracking and storage process
- Comprehensive, turnkey approach
- Convenient online information management and access

WHEN YOU NEED TO BE SURE

SGS