

# SGS DEALER PERFORMANCE ASSESSMENTS

Today's dealerships are inundated with data. Every day, the data streams in or is hand carried by vendors, manufacturers, internal departments, dealer groups, and countless other sources, so much so that management teams have become overwhelmed, distracted, and less effective. With so much 'data noise', it's hard to hear the opportunities to address the root cause of issues that are screaming for our attention. For example, employee turn-over is clearly measurable, yet rarely discussed in dealership management meetings. Instead, the primary focus is on lead conversion rates that never seem to improve. We train, we counsel, we incentivize, but much stays the same, because the people who produce the results in the report you're looking at aren't even there anymore. As a result, management gets stuck in a cycle of reacting to symptoms instead of solving the underlying issues.



"If you can't describe what you do in terms of a process, you don't know what you're doing." - **W.E. Deming, Founder of Total Quality Management**

## THE SOLUTION

SGS conducts a comprehensive core assessment of the fundamental building blocks of your dealership(s), providing you with candid results and recommended action plans. Action plans will include root cause analysis and problem solving tactics to take your dealership to the next level. When you work on your core, results will dramatically improve. Our comprehensive assessments focus on areas including:

- Employee Retention
- Employee Engagement
- Communication
- Leadership
- Training and Development
- Vision and Values
- Processes
- Continuous Improvement
- Teamwork
- Accountability

## HOW IT WORKS

- A Dealership Performance Coach (DPC) will conduct a complete assessment of core fundamentals within your dealership(s)
- Your DPC will prepare and present the assessment findings to your management team with actionable recommendations
- Guided by your DPC, the management team will prioritize key opportunities and develop action plans with time lines, responsibilities, and follow-up measurements
- We also offer full dealership performance solutions that include year-round coaching for dealerships in need of continuous improvement support

## CONTACT US

To speak to someone about our dealer performance assessments, call (513) 648-4SGS or email [us.transportation@sgs.com](mailto:us.transportation@sgs.com)

## THE RESULTS

As a result of your dealership performance assessment, you'll receive a strategic action plan aimed at helping you improve your business.

- Measurable, Enterprise-Wide Improvement in Foundational Behavior Indicators (FBIs), Leading to Improvements in Key Performance Indicators (KPIs)
- Increased Employee Engagement
- Improved Employee Retention
- Higher Customer Satisfaction
- Increased Customer Loyalty
- Sales Growth
- Increased Profitability

# SGS A GLOBAL INDUSTRY LEADER

As the world's leading inspection, verification, testing and certification company, SGS has over 95,000 employees globally that span 11 major industries. 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).

### 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
- Convenient online information management and access

### 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

### 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

### TRAINING

Through expert trainers that are experienced practitioners in their fields, our online and in-house custom training programs move beyond theory, giving you valuable real-world insights. As a result, you can trust us to provide high-quality, consistent training and development at every level of your organization.

### CPO PROGRAM CONSULTING

SGS is committed to protecting your brand in partnership with you and your dealer network by ensuring your CPO program is a further demonstration of your brand's promises.

- Assess compliance
- Confirm displays meet stated and implied standards
- Provide reports that track results

WHEN YOU NEED TO BE SURE

SGS