

SGS DEALER NETWORK SOLUTIONS

Your customers' dealership experience has a huge impact on your brand, which is why verifying dealer adherence to your brand standards is crucial to customer satisfaction and loyalty. SGS's dealer network solutions give you third-party validation to your brand's promise and ensures your dealer network is meeting customer expectations. SGS offers a suite of services committed to validating that your dealers are following brand, industry and government business standards.



THE PROCESS

During the consultation we can review one department or the entire dealership, including the facility. We will tailor a program to meet your needs. Our team will create a custom platform that enables our consultants to review and score dealership adherence to stated standards, document compliance, point of sale guidelines and overall branding requirements.

- Consult dealership management to confirm the reason for the visit as well as key program features to be reviewed
- Review departmental documentation and paperwork
- Utilize custom software to capture and transmit consultation results in real-time via web-based reporting
- Review the consultation report and findings with dealership management upon completion of the assessment
- Provide dealership review reports to brand managers and appropriate field managers

THE BENEFITS

SGS is committed to protecting your brand in partnership with you by ensuring your dealer network is a clear demonstration of your brand's promise.

- Support the perception, credibility and reputation of your brand, dealership facilities and operations
- Ensure that your dealer network is meeting all federal recall requirements
- Track results and enhance brand management through informative and complete reports
- Get feedback from your dealers regarding their consultation visit with SGS
- Utilize results for benchmarking and performance tracking

CONTACT US

To speak to someone about our dealer network solutions, please call [\(513\) 648-4SGS](tel:5136484SGS) or send an email to us.transportation@sgs.com.

The SGS logo, consisting of the letters 'SGS' in a bold, sans-serif font. A vertical orange line is positioned to the right of the letters, and a horizontal orange line is positioned below the letters, forming an L-shape around the text.

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.

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

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