

SGS DEALER PERFORMANCE SOLUTIONS

Leveraging our extensive experience conducting dealership standards assessments around the world, we have developed, implemented and trained best practice techniques that drive performance and deliver results across dealer networks. From small rural dealerships to large metro operations, in both entry car and luxury, we know what good looks like. The most successful dealerships have proven processes, consistent execution, and most importantly, highly engaged employees. As the world's leading inspection, verification, testing and certification company, we are uniquely positioned to help your dealership or network of dealerships take processes, execution, and employee engagement to the next level by engaging our Continuous Improvement Process.



THE SGS CONTINUOUS IMPROVEMENT PROCESS

How you approach improvement opportunities in your dealership(s) matters. Far too often, dealership leaders rely on emotion, incentives, or consequences to drive improvement. While these measures can lead to positive results, their effect is often temporary. They do not address the root cause issues that necessitate temporary or reactionary measures, the Foundational Behavior Indicators (FBIs).

Committing to the SGS Continuous Improvement Process changes everything. Employees take ownership of their processes, and they become more accountable to work towards the identified solution. Our Continuous Improvement Process brings employees and management together to solve root cause issues over the course of a year-long program. Regardless of the FBI or dealership issue you are struggling with, we are confident we will be able to help you produce measurable, and most importantly lasting, results through consistent and continuous in-store process implementation support, coaching and development. You'll see improvements in teamwork, communication, and execution, all leading to improved individual and dealership performance.

Whether you manage a single dealership, a small dealer group or a vast network of dealerships, SGS can scale our approach to help you achieve greater results.

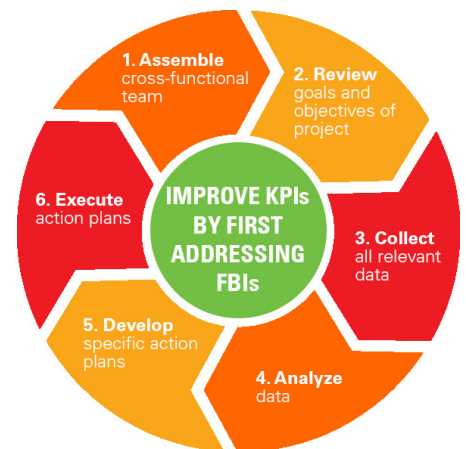
CONTACT US

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

FOUNDATIONAL BEHAVIOR INDICATORS

We've all heard the saying 'you can't manage what you can't measure', so our first step is to identify where current reporting falls short. An area that often gets overlooked is what we call, Foundational Behavior Indicators (FBIs). Incorporating behavior specific metrics into your organization and performing ongoing reviews will quickly expose areas of concern. We know that the foundational behaviors that lead to employee dissatisfaction, lackluster execution and decreased customer satisfaction. If left unchecked, this can permeate through your dealership, causing overall performance to suffer. Our Dealership Performance Coaches (DPCs) have experience helping dealerships incorporate meaningful FBIs into their operation.

Wherever you are in your journey, we will work with you from start to finish, engaging your team, motivating your employees and delivering solutions that produce measurable results.



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HOW IT WORKS

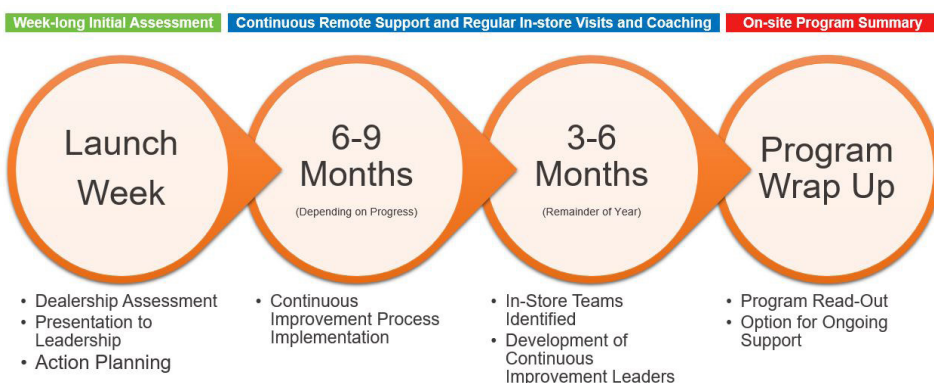
- Your Dealership Performance Coach (DCP) will spend a week at your dealership observing, interviewing staff, identifying FBI issues, understanding dealership needs and assessing the current state of the dealership. At the conclusion of their initial assessment, your DCP will present their findings and work with your leadership team on an action plan.
- Over the next 12 months, your DCP will work with your staff to implement the Continuous Improvement Plan through consistent in-store visits and continuous remote support.
- Once your plan has been implemented, they will work with key members of the staff to develop internal continuous improvement leaders to ensure continued success, accountability and focus on maintaining FBI levels and improving KPIs.
- At the conclusion of the program, your DCP will summarize progress and results. Ongoing support is available, if needed.

PROCESS DRIVEN RESULTS

The primary role of your DCP is to develop and guide continuous improvement teams towards dealer specific goals. Our process improvement methodology will help you achieve:

- Measurable KPI growth in sales, service, CSI and profitability
- Improved communication and accountability
- Greater employee engagement and teamwork
- Implementation of new or refined processes with a focus on execution

This unique approach of developing continuous improvement leaders develops your 'bench strength,' allowing emerging leaders to learn process improvement methodologies to ensure lasting results. They will be able to develop leadership skills by working with cross functional improvement teams within your dealership(s).



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.

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

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

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.

WHEN YOU NEED TO BE SURE

SGS