

# Infosheet

## Automotive Standard Audits



Effective strategies and processes throughout your value chain demonstrate your commitment to providing the best service to your customers. DEKRA automotive distribution integrity audits help to underscore the quality of your brand and services among your distribution network while improving overall operational efficiency.

### Uphold brand standards with dealer and customer service evaluation

Automotive standard audits are conducted to give car manufacturers the insight they need to maintain control over established vehicle distribution and after-sales customer service requirements. Our recognized checklist audits evaluate the compliance and performance of your network partners to protect the reputation of your brand for competitive advantage in global markets.

### Customized audits to ensure service performance

A practical mechanism to evaluate and compare the services of distribution network and customer care partners, brand performance audits provide quantifiable on-site data to realistically assess your business. We conduct comprehensive audits and prepare documentation according to your particular circumstance from a single source to save you time and money. Our experienced automotive auditors help you gain and maintain the added value you need to succeed.

### Auditing the entire service network

Credentialed DEKRA auditors provide comprehensive services from planning, organization and training to checklist auditing, reporting and documenting results. Our standard audits are designed in keeping with your individual specifications and focus on critical areas including:

- Facility, location and property potential analysis
- Equipment quality and condition

- Accurate pricing labels
- Demonstration techniques and test drives
- Maintenance/repair services process and standards
- Sales, after-sales and support staff
- IT procedures and processes
- Financial status and stability

We work to help you develop effective strategies and solutions to strengthen your brand and meet your business goals.

Evaluate the performance and compliance of your partners with our standard audits



Dealers



Workshops



Customer Service



Preparation and organization



Planning



Auditor training



Checklist auditing



Reporting



Presentation of results

Our experts are happy to answer your questions about our automotive standard audits. Get in touch today!

DEKRA Audit

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