

# Automotive OEMs

## Aftersales



## Leveraging Value from your Aftersales Operation

The aftersales function plays a crucial role in retaining and further developing customers. In this area, the smooth running of systems and the level of staff knowledge and service are vital factors. With our extensive knowledge of this end of the business, DEKRA can support you in all areas of aftersales processes, especially audits, benchmarking, training and systems consultancy.

### CASE Mobility – achieving digital transformation and a sustainable long-term business

Our wide range of services in support of meeting the challenges of connected, autonomous, shared, and electric (CASE) mobility help you build a strong business model for the future. Benefit from our consultancy, testing, accreditation and training expertise and from value-added competitive advantage.

#### Connected, Autonomous, Shared, Electric (CASE) Mobility Training

Connected, autonomous, shared and electric (CASE) mobility is causing radical change in every part of the mobility value chain, and each of these requires new, innovative training concepts. From manufacturing to aftersales, mechanics or roadside assistance, we have the expertise and training programs you need to ensure that your employees will be safe and effective in this new environment.

#### Damage Appraisal

Today's vehicles are increasingly high tech. This means that when damage occurs specialist knowledge is needed. Our damage appraisal service covers all components and the assessment of all types of vehicle damage, from hail damage to accidents and the conservation of evidence. Damage appraisals are a standard product for all types of vehicle damage for all customer segments including OEMs.

#### Data Protection Consulting

DEKRA experts keep you informed and help you to stay legally compliant and up to date when it comes to handling data. If you prefer more targeted expertise, we can provide the individualized support of a data protection officer to carry out services on-site and in close cooperation with your team.

#### Digital ChaMP – Digital Transformation Change Management Program

By analyzing the current level of digital readiness within your organization, we work with you to plan the right strategy for successful digital transformation while offering you comprehensive services from a single source. Our experienced experts draw on their strong backgrounds in the automotive industry to offer a solution-oriented, pragmatic approach to managing change.

## Digital Expert Qualification

Meeting the demands of digital transformation means having employees who are both professionally and methodically trained to initiate and drive transformation processes in a goal-oriented manner and to ensure the sustainability of the transformation. To ensure that your organization is fit for purpose, we offer you the opportunity to qualify as a Digital Transformation Manager by training with our experienced experts.

## Digital Marketing Consulting

Our experts will work with you to build your understanding and knowledge of all the main channels and techniques, from promoted social media campaigns on Facebook, LinkedIn, etc., to Google Adwords, retargeting campaigns, SEO, social media management, email marketing, analytics and reporting. Helping you to reach the right people at the right time with relevant messages.

## Environmental Inspection

DEKRA's environmental inspection services enable you to efficiently manage potential risks for the environment. We can support you worldwide in identifying environmental protection, whether via on site measurements, or online monitoring of the main environmental parameters. This reduces the risk of possible negative impacts on the environment and effects on your brand.

## Expert Audits and Assessments

We support you in finding ways to improve your organizational processes and system performance, as well as to assess and evaluate supply chain partners. Working closely together, we devise and implement effective strategies to maximize potential with on-site and remote audits conducted by experienced professionals.

## High-voltage Vehicle Training via Digital Learning Tools

DEKRA e-mobility training is a digital response to the increasing use of electric vehicles around the world. Technicians working with electric vehicles require new sets of skills and knowledge to ensure safe and effective operation. Using digital learning tools, we will train your technicians in the safety and protection

## Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

Change is happening today at a faster pace than ever before. Disruptive technologies and evolving consumer expectations are driving new demands from automotive manufacturers. With our specialist expertise in all aspects of safety and compliance, we keep you ahead of the game.

## Data Protection Consulting

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measures they need to use to stay safe when working on high-voltage systems.

## Information Security Management System Consulting

DEKRA's cyber security consultancy follows up an analysis of your IT infrastructure with recommendations for the design and implementation of IT security management systems. We assess the specifics of your sector, your strengths and most pressing needs and advise on establishing or optimizing an ISMS for your organization.

## Information Security Risk Assessment and Management

No company today is immune to cyber security risks and potential attacks, making system and network security a top business priority. We support you in identifying, assessing and monitoring IT security risks and help you recognize threats and assess their probability of occurrence. Our experts analyze your system, carry out penetration tests and uncover vulnerabilities.

## Management System Certification

We aim to help you improve your organizational processes to encourage high performance, increase efficiency, reduce risk and save money. Our certification portfolio has been developed according to national and international standards and continues to expand to include services addressing the challenges relevant to businesses of today and tomorrow in a digitized world.

## Energy and Environment Management System

We help to ensure your ability to protect employee health and safety as well as the local environment. ISO 50001 certification improves energy efficiency with the introduction of an effective energy management system, while ISO 14001 certifies your environmental management system to demonstrate sustainable operation.

## Environmental and Sustainability Advisory and Services

Prioritizing environmental responsibility, our environmental consultants and advisors look not just at compliance, but also how your company can increase efficiency. Our experts show you how to maximize sustainability with solutions that respond to your company's needs. We specialize in assessing existing structures and plans to maintain or implement sustainability criteria for organizations. Whether the topic is compliance, education or corporate sustainability management, we are equipped to provide innovative, tailored solutions that help you reach your sustainability goals.

## Examination of Experts for Energy and Environment

Validation by an objective third party gives employees confidence in their skills especially when it comes to the quality of your processes and the ability to meet modern requirements for a clean environment and saving energy. With our examination services you can be sure that your in-house experts can prove their expertise.

## Fire Protection Management and Advisory

Our fire protection experts help you understand and address fire risk in your organization. Sharing our expertise in fire protection, we partner with clients to answer questions on fire safety management, provide customized solutions, and offer on-site support through recognized advisors.

## Franchise Services

DEKRA offers franchise services to a network of nearly 3,000 partner inspection centers around the world. We provide communication and marketing actions to generate customer traffic and to promote the image of the network. In addition to that, we support our partners with IT and equipment solutions, purchase support, training for inspectors, quality and technical support, in conformity with regulations.

## Information Security Awareness Training

This face-to-face security information awareness training sensitizes your employees to precisely identify and prevent cyber and social engineering attacks. The aim of this course is to inform employees of current threats, show how you are equipped to protect your assets, and teach staff how to react in actual risk situations.

## Mandatory and Voluntary Construction Control Services

DEKRA offers a comprehensive range of testing and validation services related to new infrastructures and workshops. This includes both mandatory and voluntary construction control inspections. DEKRA is accredited to carry out mandatory inspections in many countries around the world.

## Mandatory and Voluntary Inspections for Lift and Machinery

DEKRA's experts provide architects, planners, manufacturers, operators and owners of lifting equipment and cranes comprehensive and customized support to ensure they comply with all necessary safety and legal obligations. Our services help you optimize your workflow and reduce or avoid system downtime, increasing safety, efficiency and service lifetime and reducing the likelihood of unplanned maintenance or system failure. We also provide technical expertise related to machines and industrial equipment at the early stage of the project and throughout the life cycle.

## Mandatory and Voluntary Inspections of Electrical Installations

DEKRA is a leading global provider of electrical installation inspections related to the construction of buildings and infrastructure. We can work with you, helping to ensure compliance, detect errors and minimize costs. DEKRA operates as an accredited body or with specially authorized electricians to carry out mandatory initial inspections and non-periodic inspections. The comprehensive programs and reports we provide help you to secure your systems in the most cost-effective way.

## Mandatory and Voluntary Inspections of Fire Protection and Ventilation Systems

DEKRA's fire protection experts are accredited by all relevant authorities to carry out tests before the commissioning of a building, as well as providing ongoing or recurrent building inspections and tests. This service covers all aspects of the construction and operation of buildings and infrastructure. Working with you from the earliest planning stages, our fire protection experts ensure that any building technology faults or defects are detected at an early stage and that costs are minimized. This service covers all areas of technical building equipment, ventilation, air-conditioning and electrical systems.

## Plant Safety Inspection

The safe operation of plant and machinery as well as health and safety at work are mission-critical factors. DEKRA experts can work with you to ensure that your operations comply with all relevant regulations and provide a safe place of work, for people and the environment. Pragmatic recommendations by our experts help prevent human or workplace risks and ensure plant and safety equipment is fully optimized. To further support you, we are also constantly developing new digital and connected HSE services.

## Quality Management System

Reliable quality management based on ISO 9001 ensures high quality processes, products, and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

## Safety Advisory, Services and Coordination

Our experts help you reach your safety goals with a range of tailored services including advisory, risk assessments, coaching and instruction or training, due diligence or on-site support. Protect your employees from accidents and other hazards in the workplace and minimize the overall effort for your occupational safety measures by engaging with our safety specialists.

## Second-Party Audits

Experienced auditors provide fast and efficient audits to help you in approving new suppliers, addressing quality issues, confirming corrective actions, or performing reviews or maintenance as part of a supplier management process.

## Supply Chain Audits

Our comprehensive audits let you evaluate and ensure ethical, environmental and social compliance as well as process integrity and security throughout the entire supply chain. Our services include initial supplier audits and continuous monitoring, as well as helping you to decipher international, national and local regulatory requirements.

## Global Quality Standards – securing your global market presence

In all areas of OEMs, quality is crucial. With vast pressure on cost and competitiveness, automotive manufacturers need to know that they can rely on the products and services you supply. DEKRA will work with you to achieve the level of reliability and excellence your customers demand from you.

## Aftersales Retention Training and Coaching

Increasing customer satisfaction and efficiency in aftersales relies on a balance of social skills and commercial awareness. Our specialist training and coaching in this area helps you to build a stronger organizational structure, optimal work processes and well-trained employees. These elements are the key to meeting customer expectations while maintaining profitable operations.

## Automotive Brand Performance Audits

Strong brand performance and competitive power relies on effective strategies, coherent structural elements and coordinated communication throughout the complex network of international manufacturers, retailers and consumers. Distribution network integrity audits give automakers control over sales and service systems. We evaluate the performance and compliance of your dealers, workshops and continuing customer service representatives to protect your brand and maintain your competitiveness in markets around the world.

## Automotive Management System

The International Automotive Task Force has expanded the former ISO/TS 16949 standard into the uniform IATF 16949 standard to

## Vehicle Emission Tests

DEKRA is constantly working with national and international authorities and institutions to improve emissions testing and adapt it to the technical conditions of modern vehicles. Our emission tests ensure that the exhaust emissions over the vehicle lifetime meet the reference values. Our experienced inspectors can perform the necessary tests on all road vehicles using state-of-the-art equipment and proven processes. If necessary, these measures can be combined with an electronic check via on-board diagnostics.

## Vehicle Inspections

As a world-leading independent testing organization, DEKRA vehicle inspections focus on two main areas: the road worthiness of the vehicles in terms of driver and road user safety, and exhaust emissions. DEKRA's inspectors use state-of-the-art equipment and proven processes to ensure that vehicles are safe, reliable and compliant with all relevant standards.

## Workplace Health and Wellbeing Solutions

With the aim of helping you maintain a healthy workforce and leadership, we assess physical, ergonomic and psychological risks and offer practical solutions. Our practices enhance employee well-being and create a safe, human-centered workplace where motivation thrives and human factors are respected.

assist suppliers in serving OEMs and Tier 1 automotive suppliers. IATF 16949 covers common customer-specific requirements, such as traceability, to support current regulatory changes, safety-related parts and processes, and warranty management processes including NTF (No Trouble Found).

## Business Continuity Management

Business Continuity Management (BCM) according to ISO 22301 enables you to quickly resume your business activities after critical events. The international standard provides the appropriate framework and bundles the requirements for robust, effective business continuity management.

## Business Resilience Impact Assessment (BRIA)

We provide multilevel assessment based on BRIA self-assessment and detailed evaluation in the short term as well as long-term consulting, training and auditing to companies who now find themselves unable to implement standardized management systems due to funding limitations.

## Buy-Back Management for Fleets

In an automotive buy-back relationship, the application of the underlying contract is essential in terms of commitments to financial, performance and other aspects. We support you in ensuring the strict application of these rules. Our end of term and buy-back services cover contract and operations consultancy based on analysis of KPI to identify potential areas of optimization.

## Certified Collision Center Program Development

DEKRA provides a full range of consulting services for collision centers, OEMs and dealerships designed to improve processes, increase sales, reduce risks and reduce costs. We provide everything to implement an OEM-certified collision repair center including initial strategy consulting, pre-auditing, initial design, personnel placement, claims management support and existing site optimization. In addition, DEKRA has a deep understanding of how to manage and improve participation in OEM-certified collision repair centers, ensuring OEM requirements are met, customers are satisfied and that their vehicles are returned to full OEM specifications. We offer training and coaching, using proven processes guided by Lean Principles to increase productivity, improve efficiency and increase revenue generation.

## Connected, Autonomous, Shared, Electric (CASE) Mobility Training

Connected, autonomous, shared and electric (CASE) mobility is causing radical change in every part of the mobility value chain, and each of these requires new, innovative training concepts. From manufacturing to aftersales, mechanics or roadside assistance, we have the expertise and training programs you need to ensure that your employees will be safe and effective in this new environment.

## Contract Renewal Management

By taking a proactive approach and anticipating the end of existing leases by 6 months to a year, automotive manufacturers and networks reduce the chances of losing customers to competitors and at the same time create opportunities for upgrades, stronger partnerships and greater efficiency. Our experts can support you in establishing a streamlined contract renewal process that highlights customer satisfaction and secures sustainable revenue for your company.

## DEKRA Used Car Seal

The DEKRA seal for used cars has been the standard sign of reliability for many years. The aim of this certification is to document the status of a vehicle across borders based on an independent level of experience. The seal is divided into three individual checks: technology, bodywork and systems. A detailed report is prepared for each module, informing both buyer and seller about which criteria were met in each of the required tests and which were not fulfilled. The DEKRA used car seal certificate is only granted if all three modules are successfully passed.

## End of Term Inspection

DEKRA is able to perform the End-of-term inspection according to a pre-defined technical guideline or depending on our customer requirements, the existing Fair-Return-Standard. The inspection can be performed on logistic facilities or even outside the driver's home. Based on highly accurate damage identification and different calculation options, we are able to accelerate the handling of your cars. Acting as a neutral third party, we are able to build a trust-based and reliable partnership.

## Energy and Environment Management System

ISO 50001 is based on the quality standard ISO 9001 and the environmental standard ISO 14001. This enables organizations to convert their existing energy and environmental management systems into a systematic energy management system. Key features include developing a company policy for the more efficient use of energy, data analysis of energy consumption in all major areas and continuous monitoring of measures.

## Environmental Inspection

DEKRA's environmental inspection services enable you to efficiently manage potential risks for the environment. We can support you worldwide in identifying environmental protection, whether via on site measurements, or online monitoring of the main environmental parameters. This reduces the risk of possible negative impacts on the environment and effects on your brand.

## Examination of Experts for Health and Safety

Validation by an objective third party gives employees confidence in their skills especially when it comes to the quality of your processes and the occupational health and safety of your employees. With our examination services you can be sure that your in-house experts can prove their expertise.

## Examination of Experts for IT and Cyber Security

To inspire trust in existing customers and attract potential clients, it is essential to ensure information security – including IT systems, components and processes. Our accredited personnel certification services span a wide range of requirements generally recognized on the international stage and the validation by an objective third party gives employees confidence in their skills and customers confidence they have chosen the right partner.

## Examination of Experts for Quality, Energy and Environment

Validation by an objective third party gives employees confidence in their skills especially when it comes to the quality of your processes and the ability to meet modern requirements for a clean environment and saving energy. With our examination services you can be sure that your in-house experts can prove their expertise.

## Information Security Management System (ISMS)

We can help you to protect sensitive data and secure your IT systems, components, and processes to meet today's cyber security challenges. Our ISO 27001 certification will put you in a position to comply with legal requirements and meet the needs of your customers. In addition to technical measures, ISO 27001 certification recognizes the importance of documentation associated with high-level information security management. Recognized by participants across the global automotive industry supply chain, the Trusted Information Security Exchange (TISAX®) has established a uniform level of information security to boost confidence in audited companies. Standardized TISAX® assessment eliminates superfluous "double auditing" - saving you both time and money.

## Quality Management System

Reliable quality management based on ISO 9001 ensures high quality processes, products, and services. A central feature is its risk-based approach, which identifies opportunities and risks, derives appropriate measures and evaluates their effectiveness. This ensures that the quality management system and the accompanying processes in your organization achieve the desired results.

## Recall Campaign Management

Recall campaigns can involve fault correction or the modernization or replacement of certain parts or components. We support you in analyzing and qualifying databases, designing call scripts, making calls, scheduling appointments and more.

## Remarketing Consultancy

Our experts advise you on commercial policies, promotions and adjustments of used vehicle remarketing to optimize stock rotation and residual value. This will assist you in areas such as annual commercial policy, monthly marketing action plans, loyalty programs and data analytics.

## Sales and Aftersales Campaign Management

DEKRA experts can work with you to develop traffic into dealerships, increase vehicle sales, boost your spare parts business and maximize workshop working hours. Typical activities include database analysis and qualifying, designing the call scripts and making outbound calls to establish appointments.

## Second-Party Audits

Experienced auditors provide fast and efficient audits to help you in approving new suppliers, addressing quality issues, confirming

corrective actions, or performing reviews or maintenance as part of a supplier management process.

## TISAX® Assessment

For sensitive projects in the automotive industry, proof of information security is a decisive prerequisite for cooperation in the supply chain. The TISAX® (Trusted Information Security Assessment Exchange) platform was created to avoid cost- and time-intensive multiple checks and to facilitate proof of information security across companies between manufacturers, suppliers and service providers.

## Used Car Management and CPO Program

Developing a CPO (certified pre-owned) program improves used vehicle volumes and profitability. Our services in this area cover market benchmarking, customer expectations, positioning, best practice techniques and training. We also support you in formulating your CPO customer promise, standards, handbook, performance assessments and more.

## VDA 6.1, VDA 6.2, VDA 6.4

These standards were developed by the German Automotive Industry Association (Verband der Automobilindustrie, VDA). They cover certification of quality management systems (VDA 6.1), service processes (VDA 6.2), and production resources (VDA 6.4), such as manufacturers of tools, plant and machinery, appliances and testing and measuring equipment. Our experts can work with you to obtain certification in any or all of these areas.

## Work Safety Management System

ISO 45001 has been in force since March 2018 and is the only international and independent standard for operational health and safety management systems. Our experts certify your occupational health and safety management system according to ISO 45001 and consider all aspects of occupational safety – both those related to operational processes as well as those arising from work-related stress that can trigger mental illness.

## Workshop and Stores Efficiency Training and Coaching

In the workshop, staff organization and skills are essential to ensure customer satisfaction and productivity. By analyzing workshops and stores in terms of processes and outcomes, our experts can help you to enhance efficiency, improve workshop and store organization and benchmark your networks.

*Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.*

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On the safe side.