



Auto Excellence After Sales

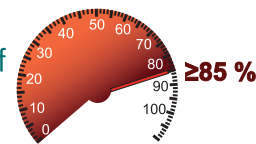


- ? Are your customers satisfied with your after sales service
- ? Are you among the top regional dealers in Customer Satisfaction Index (CSI) surveys
- ? Is your staff motivated and do you believe their productivity is maximized
- ? Do you conduct training programs in a bilingual manner, Arabic & English
- ? Did you pass your manufacturer warranty audit

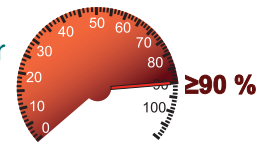
Measurable Benefits

We aim at working with you to achieve tangible results:

- ▲ Customer Satisfaction Index survey results of 85% or above
- ▲ Workforce productivity of 90% or above
- ▲ Pass manufacturer warranty audit
- ▲ Boosted customer retention
- ▲ Growth in customer loyalty (repeat customer sales)
- ▲ Improved employee satisfaction
- ▼ Reduced service advisor response time to customers
- ▼ Reduced cost of ownership



Customer Satisfaction Index



Workforce productivity

* The above achievements are subject to on site assessment

Proven Module

We provide an effective customizable high performance after sales service management module:

- ✓ Define Policies & procedures
- ✓ Build Service Advisors out of receptionists
- ✓ Develop work processes
- ✓ Build and implement performance management module for impartial control and evaluation
- ✓ Ensure smooth workflow
- ✓ Set proper monitoring mechanism and develop dashboards
- ✓ Implement on-job bilingual Arabic & English training
- ✓ Build an effective Fix it First Visit (FFV)

High
Impact





Auto Excellence After Sales

High Impact

“ We believe in a team approach to realize your goals and achieve the delicate balance between customer satisfaction, company interests and manufacturers guidelines. ”

Bayan Advisers
Your Lever to Growth

Call us

To learn more about our offerings:

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Our high performance after sales service management module will:

- Curb attitude
- Be a "FFV" catalyst.
- Stress key performance indicators (KPI)
- Be a "CSI" booster
- Reduce and control comeback through exposure.
- Motivate training and self improvement
- Create auditor roles.
- Publish results "lights on"
- Allocate jobs to the technician with the corresponding skill.
- Stress six step troubleshooting; Verification of concern, Verification of related symptoms, Symptom analysis, Problem solving. Repair of isolated problem and Verification of proper repair
- Implement an effective end control