

Audit Services

Audits - The broad spectrum between optimizing performance and terminating contracts

No matter what kind of Point of Sale you audit, whether it be a car dealer, workshop, financing system for automobile purchase or a mobility provider, your experience will differ even though the criteria applied are the same. There are two things, though, which you are bound not to encounter: Firstly, a network operator keeping its promise to ensure consistent [quality](#) at all Points of Sale, and secondly, a Point of Sale always fulfilling all aspects of its contracts.

[Compliance](#) with contractual terms and corporate standards does however have a host of advantages: Recognizable customer centricity increases customer loyalty, quality rises with consistent performance processes, and corporate strategies are implemented more easily and quickly.

The basis of our audit is a performance catalogue, individually defined by you as the customer and adaptable to new circumstances on an annual basis. This catalogue is based not only on the contractually agreed directives and standards, but also on the soft skills you require, and is compiled jointly with your specialists and sales strategists. Auditing takes place overtly and/or covertly. The aim is to identify the differences between target and actual performance in a gap analysis.

Our audits are also notable for their pronounced consultancy approach. We not only reveal weaknesses, but also present your audited partners with suitable measures for optimization and firm plans for implementation of those measures, in individual action plans which can also be used as worksheets.

Implementation of the measures can be tracked via a follow-up platform integrated in our software. As a result, you do not absolutely need us to keep track of the results of your audit, but can also do so together with your sales team.

Apart from the optimization approach of our audits, our structured set-up methodology and our audit-proof software also establish a basis for disputes before the courts and out of court with network partners, such as arise in the course of formal warnings or termination of contracts.

The web-based audit software with BI reporting tool is a multilingual solution which is available to all those involved in the auditing process, including you as the client, and its numerous releases have been successfully deployed in 37 markets in Europe for over 10 years now.

NOTE: A number of audit operations can also be performed online, leading to increased frequency and lower costs! Ask us about this!

Possible auditing operations, analog and/or digital:

- Sales Audits: Audits in sales and marketing departments
- Warranty Audits: Audits in the area of warranties and settlements
- Performance Audits: Audits on individually defined performance and processes
- Web Audits: Audits on alternative sales channels (online sales, web communication prior to offline sales)
- Stock Audits: Audits on inventories (sales & aftersales)
- Standard Audits: Audits on contractually agreed corporate standards



- Accounting Audits: Audits on cash flows
- Cancellation Audits: Audits on discontinued production processes
- Brand Protection Audits: Audits on counterfeited parts and redirected original parts

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