

## Certification Services

### **Credible and transparent evidence of high quality standards raises your competitive profile and increases customer loyalty**

[Claiming quality](#) is easy, and doing so is now a matter of course even for competitors who cannot possibly achieve it. [Demonstrating quality](#), in contrast, is difficult. Or has been up to now, as we have found a way with our certification services of improving your quality at the PoS and credibly demonstrating that to the public at large.

These services are part of an audit-based certification system developed by EXCON. For the various certificates awarded, the basis may be the [performance](#) catalogue with defined standards, contractually stipulated guidelines, or the results of preceding audits.

The certificates issued help you to communicate your performance effectively and credibly. They are therefore an excellent marketing tool, enabling you to provide your customers with a firm point of reference in a complex and confusing market. The competitive advantages you derive from this are correspondingly great.

Our certification services provide you with individual, customized seals of quality to suit your requirements.

#### **Our services at a glance:**

- Definition of corporate standards
- Neutral and objective audits at site
- Online tracking of the results
- Management report with strengths and weaknesses analysis (gap analysis) by regional structures or on a standard basis
- Individual action plan for each location or each team
- Marketing package for each sales location
- Award of the certificate and a certification plaque

One special advantage of our certification services is that we can also certify processes and [performance](#) which have not to date been subject to auditing and for which, therefore, no documentary evidence has been available. If you, for example, have a process which is typical for your industry or your company, or if you provide a distinct service, we will develop an appropriate verification list and, on successful auditing, issue a corresponding certificate.

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**Source URL:** <http://demo.excon.de1.biz/en/certification-services>