



Organising Success

“By our systematic and results-oriented working methods we discover weaknesses during consultation and discover together with our customers concrete solutions“, says Joachim Berger, Managing Director of TGM. Following this basic principle TGM has developed a multi-level, integrated consulting concept. As a specialist for automotive and commercial vehicle manufacturers as well as for importers and motor car dealerships the focus has been for more than 20 years on the automotive industry. Christian Vilmar, Authorised Signatory and Manager ‚Automotive‘, describes the consulting and coaching concept developed by TGM (Dealer Performance Analysis - DPA) as a superordinated principle to audit and develop a motor car dealership concerning its sustainability. Whenever weaknesses are to be discovered, a toolbox that keeps individual methods of resolutions will be used, as described in the following examples.

Joachim Berger (left), Managing Director TGM Life Cycle Group and Christian Vilmar (right), Authorised Signatory and Manager Automotive

DPA & C: The Radar

The aim of this analysis is to measure the sustainability of the company, to show solutions and to realise them by coaching. „Considering the implementation, the orientation to practice is important for us“, Christian Vilmar explains. The DPA is a structured consultancy guideline with computerised supported analysing tools. The analysis is made in eight steps: 1) market exploitation, 2) gross yields, 3) costs, 4) inventory, 5) finance, 6) personnel, 7) administration & EDP and 8) real estate - always relating to all business fields. „When the weaknesses have been discovered the detailed work begins“, state Berger and Vilmar. By three examples they explain how TGM works:

- TGM PPA: Processes with Quality

„The Process Potential Analysis (PPA) is an approach to discover prodigals and time-wasting within the processes and to eliminate them“, Vilmar explains. Their effects on profitability and customer satisfaction will be identified and together with the employees converted into profitable and increased process skills for the benefit of all.

- Manage Parts & Accessories inventories actively

Earn higher returns on the P & A inventory: Does the Dealer Performance Analysis disclose overstocking and obsolete P & A inventories, the TGM inventory management programme will be used. By means of this instrument Vilmar demonstrates the costs when overstocking, even by just one part. „By this approach we literally manage to square the circle, i.e. we reach a much higher availability with a lower stock of parts“, Vilmar reports.

- PYA: strengthen added value

When a Dealer Performance Analysis (DPA) ascertains a much lower added value the Potential Yield Analysis (PYA) will be used: „We determine the actual state for all departments and detect elements of added value“, says Vilmar. The comparison to benchmarks shows the need for action. Specific coaching closes the gap.

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