

TGM Newsletter



02/09

Quality Management for Dealer Network Performance

The 4th TGM Get-together for Automotive Executives is being held on 27th February, 2009 at Hotel Rus, Kiev. We take this opportunity of providing advanced information of two internet based IT automotive programs being presented at the TGM Get-together for the first time in Ukraine and intended to support the development of dealer networks. In this Newsletter we offer to you a preview of how we will be

... Making a Vision "Live"

D.I.D. - Dealer Information Database

An Internet based system for automotive Importers for the effective administration of their Dealer Networks which allows you to collect and display all relevant dealer information by location, compare objectives, results and achievements by month; or year and to monitor KPI's or other relevant data to your dealer network development team and field staff.

D.I.D. offers advanced functionality and provides

- Multilingual (National language plus English)
- Evaluation of dealer operating standards
- Sales target planning and evaluation
- Scheduling of measurement plans and follow-up
- Management of training plans
- Generation of reports
- Dealer access and communications (Optional)
- Field Force steering and reporting (Optional)

D.I.D. offers many benefits including a daily overview of current dealer status and performance, online competition and application, centralised database for all dealer information, evaluation of dealer operating standards, Fixed activity and measurement plan with system enforced and controlled deadlines, online application for new dealers and image and document management. D.I.D. also interfaces to other systems.

D.I.D. is web based and available to dealers (if online) and Importers at all times. The security aspects include, server protection against unauthorised access, fire prevention and an emergency generator is available, systems updated regularly and data is saved daily, all passwords changed monthly and all updates and modifications are documented.

D.I.D. utilises one secure central database for all dealer information to optimise efficiency and transparency of network management. It also gives you a big advantage against your competitors in your daily work.

D.I.D is available and being used by various leading automotive retail networks in Western Europe and can be demonstrated on request with all information readily available. A full proposal depending on the importers own specific market requirements for system set up and implementation can be given on request.

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H.O.T.A.S. - An Innovative Internet Parts Market Place

In times of reduced margins and increasing costs it is highly important for the automotive industry to install IT systems to optimise the efficiency and transparency of dealers parts departments.

H.O.T.A.S. is a B2B web based parts exchange system for the automotive brand combining the newest web technology with high efficiency. With our online parts system we provide a trade platform for original parts and serve as mediator between dealers offering parts and dealers looking for parts in an internet market place.

H.O.T.A.S. offers increased profits on favourable purchases, reduces obsolete stock, increases the efficiency of parts management, improves the availability of parts, saves considerable time, reduces repair times and will increase customer satisfaction

H.O.T.A.S. has been online since 2002 and more than 3000 dealerships are working with the system which is supporting most available brands. About 1.7 million hits a day are being received on this website with approximately 35.000 Monthly logins. More than 370.000 different parts positions with over 1.15 million parts are available and approximately 9000 monthly orders pass via the system. The parts information is very up-to-date and stock is mostly not older than 12 days in the system.

H.O.T.A.S. is available online at all times and in several languages. There are no additional costs for Hard and Software (you only need a PC with Internet connection) and costs are paid per location - not per user. H.O.T.A.S. also interfaces to nearly all DMS systems.

DID & HOTAS will lead to Increase Profit Opportunity

These new internet based IT programs are designed to make the management of the dealer network easier and to enhance both importer and dealership performance. Both the D.I.D. and H.O.T.A.S. management tools will lead to increase profit opportunity and to a higher level of customer satisfaction. Should you require further information, or would like to receive a more detailed presentation of one or both of these programs you are invited to contact our Director of International Operations, Peter Taylor pdtaylor@tgm.de, or our Regional Director in Ukraine, Andrey Petrenko apetrenko@tgm.kiev.ua.

Yours Sincerely

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