



Seven Steps with Dealer Spectrum

Dealer Spectrum® is a set of seven recurring steps that, aligned with your DMS, invoke a process of planned continuous evolution and improvement – delivering managed and measurable improvements to your dealership through the alignment of processes to system functionality.

The Benefits

1. Reduced manual tasks
2. Improved efficiency
3. Increased profitability
4. Increased levels of internal control
5. Reduced risk of internal fraud



The People/Process Equation

Businesses need people, but you can't focus on people until you fix processes. Even good people will struggle to perform without effective processes. A modern, growing business demands that software drives agreed business processes.

Cutting-Edge Dealer Management Software

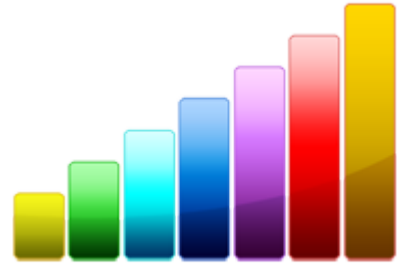
The right DMS solution provides a framework to assist people to conform to processes, providing benchmarks and regular measurements against KPIs. It provides meaningful management reports that help the business stay profitable and grow. If the DMS does not conform to uniform business processes, fully embraced by the management team, its value is greatly diminished.

Continuous Evolution & Improvement

People	Supported by management
Process	Adhered to by committed staff
Training	Proactive, affordable, easy to obtain
Software	Continually improving in line with WBP, professionally supported by SW partner
Measure	Provide warnings to stakeholders of breaches
Retrain	Rebuild and extend Process Map

The 7-Step Journey

Dealer Spectrum® is an ongoing partnership between our Dealer Spectrum consultancy team and our dealer partners. It is a journey through seven critical phases that continue in perpetuity – each time delivering a substantive improvement to the efficiency and profitability of your dealership.



Significantly, it closes the gap between current performance and ideal performance by changing the whole approach to where the software ends and the human interaction begins.

Dealer Spectrum® does this through defined, measured and reported end-to-end business processes for all of your people to work to, within the dealership management system. The dealership management system becomes just a part of your toolset – leveraged intelligently to produce accelerated outcomes.

Step 1: Consult – Create Process Maps

Flowcharts and Process maps Dealer Spectrum® tailored best practice documentation of step by step processes and flowcharts to best practice with your DMS and nominated franchises.



Step 2: Discover – Align Process Maps to DMS

Discovery Process to Align 'Best Practice' Process Dealer Spectrum® provides on-site consulting to review current business processes for over 40 key processes in Parts, Service, Vehicles/Whole Goods, Showroom and Administration.

BUSINESS PROCESS MAP

Area Name: PARTS SALES ORDER & INVOICING

Business Process ID: P0150

Owner: Parts Manager

User: Parts Counter Staff

Starts With: Customer demand for parts and accessories

Ends With: Transaction completed – customer requirements met

Customers: Parts Department Customer – Cash

Locations: Within this Process Definition the 'Order' process is represented by sales on 'account' with no impediment to the completion of the transaction.

APPLICATION SYSTEM SETUP

SCREENS

SCREEN	DESCRIPTION / FUNCTION	P	I	L
Order and Invoicing	Processing of customer order cannot be supplied in full or part	Y	Y	Y
Customer Resolution (COSR)	Processing of customer order cannot be supplied in full or part	N	N	N

ENVIRONMENT REVIEW AND DEFINITION – Set Up Review

Refer Process Map P0010 – Environment Review & Definition for detailed Process Map

Consideration	Observations / Comments	Task
User Identification and Profile Definition		
Menu Profile Definition		

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Step 3: Execute Task Register – Auto-IT DMS

Execute Task Register for Immediate & On-going Action Items Dealer Spectrum® consultants provide a detailed task register of action items required for dealers before they can align to best practice. These are proactively followed up by Dealer Spectrum® consultants to ensure attached benefit to each is achieved.

auto.i.t. POWERFUL DEALER MANAGEMENT SYSTEMS

units REAL TIME. REAL RESULTS.

TASK REGISTER

DEALER: Prestige Motors

Audit Date: May - June 2010

Auditors:

TASK NO.	TASK NAME	TASK DESCRIPTION	COMPLETE BY	RESP	STATUS	EXPECTED BENEFIT	
						\$	OTHER
P0050-001	Toyota Monthly Pricelist Receipt and Distribution	Observation that Parts Prices updates are sometime late and that there is no clarity regarding when price data is to be received, who is to get the media, the timing for upload of the media to the server and notification to Parts Dep't of readiness to proceed with Price Update TASK Ensure that personnel are aware of expected delivery timing, who is to receive the Pricelist CD and that the recipient is aware of the urgency of upload to the server and advice to Parts Manager		System Admin			
P0050-002	Update Manufacturer / Dealer Part Master with current prices	Refer P0050-001 – current processes rely on Parts Manager ascertaining if Price data has been loaded to server (or indeed received for load to server). Notification of readiness to update should feed through but Parts Manager should be aware of timings etc and react accordingly when notification is not received in a timely manner TASK Implement controls and process back up to ensure that notification is received of current price data availability and that Manufacturer Master and Dealer Parts Master files are updated in line with the Price Effective date		Parts Manager			

Step 4: Retrain – Operation Manuals

Operational Manuals for Key Processes

Detailed manuals are provided after processes are achieved for educational purposes and re-training of new staff. Dealer Spectrum® continually supports and manages their upkeep to ensure they incorporate build, patch and factory interface changes that may change a process.

Re-Training on Key Processes

As required, Dealer Spectrum® will provide training to ensure that staff are adequately skilled in processes agreed to by the key dealer stakeholders.



Step 5: Monitor – Benchmarks & KPIs

KPI and Exception Reporting

Dealer Spectrum® consultants benchmark the change and improvements monthly following the adoption of the program using intuitive and compelling dashboard style reporting.

