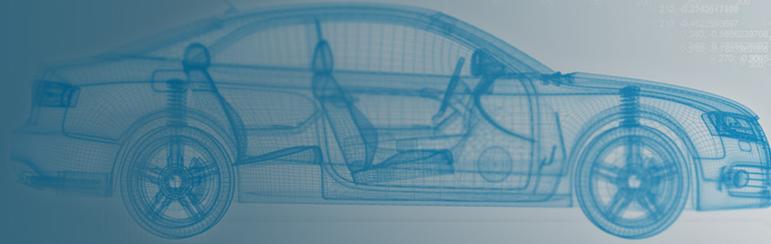


## Automotive Industry



### RESULTS

CALIBRE delivers the technology, people, and innovation to enable OEMs, and dealers to compete and thrive across the full spectrum of the automotive industry.

#### >> **Increased Customer Satisfaction.**

CALIBRE's experienced professionals enable dealerships to sharpen their core competencies to deliver superior, repeatable, and predictable fixed operations that promote a better customer experience and high Customer Service Index (CSI) ratings.

#### >> **Workforce Development.**

CALIBRE's Human Resource (HR) Veteran and non-Veteran talent management solutions provide dealership service and parts departments with trustworthy, dependable, and responsible personnel with the technical skills and experience to deliver quality and productivity.

#### >> **Predictive Analytics.**

CALIBRE's predictive analytics tools and methodologies enable OEMs and Dealers to map, assess, and refine layers of processes and procedures, to deliver a solution that anticipates and predicts customer behaviors, while matching appropriate required or suggested actions to optimize moments of truth with the customer.

### Are you delivering an optimized and inspirational retail experience to meet customer expectations across the entire dealer enterprise?

Today's automotive industry customer is connected to retailers across the globe and in nearly every purchasing venue imaginable - from coffee to cars. CALIBRE helps OEMs, Dealer Groups, and Dealerships thrive in this network centric environment where customers expect the retail experience to be simple, convenient, transparent, predictable and efficient. We deliver management solutions, analytics, methodologies, tools, and expertise to optimize fixed operations and promote customer satisfaction. Our solutions empower management teams to respond to customers quickly and correctly to deliver a superior quality experience.

### Business Process Reengineering

#### >> **Intelligent Decision Making.**

CALIBRE delivers fact-based predictive analytics that produce optimal outcomes by processing authoritative data through proven decision tools and models to deliver reliable and timely results in a consistent and repeatable fashion. Our approach delivers the most appropriate action(s) at the right time across channels. This delivers a progressive after sales experience based on a comprehensive understanding of each unique customer, and current set of circumstances. Our approach results in the better management of high risk customers, enhanced quality of service delivery, and the optimization of revenue generating opportunities. The end result is a set of required or suggested actions tailored to each customer that enhance the moments that matter.

#### >> **Continuous Process Improvement (CPI)**

CALIBRE provides our clients with a program management and deployment execution model to develop organic performance improvement capability. Our service translates leadership strategy into specific operational business performance improvement opportunities. CALIBRE provides organizational performance improvement at the enterprise level through coordinated, team-based improvement

project execution. Our service aligns organic performance improvement with developing organic business process analysis and improvement capabilities. Our CPI support activities include: Lean and Six Sigma Activities, Root Cause Analysis, Business Process Improvement, and Sustainment Planning.

#### >> **Strategic Development, Business Analysis and Project Management**

CALIBRE works with automotive clients to manage all of the necessary steps for a program to succeed and reach the client's stated goals and objectives. We have extensive knowledge and experience in analyzing project strengths and weaknesses in a the core business performance areas of sales, service, and parts operations. We can assist your leaders, managers, and employees in making effective decisions to ensure project success.

*"[the NADA Owner Survey] showed that 85% of satisfied service customers will re-purchase the same vehicle brand. Auto Manufacturers and their Dealers have to make a concerted effort in this critical area of operations and provide a complete customer ownership experience, and in doing so they will be will rewarded with a customer for life ensuring brand re-purchase loyalty"*

Source: NADA owner Survey.

## Performance and Talent Management

### >> Dealer Service

CALIBRE's delivers the decision tools, big data analytics, and coaching expertise to enable dealer service teams to maximize throughput, productivity, and profitability. Our areas of expertise include: Service Department Training and Coaching; Service capacity, cost management, productivity, warranty and repair order analytics; and Technician talent management and certification training.

### >> Dealer Warranty

CALIBRE's Warranty support analytics improve dealer handling of OEM, dealer group and internal processes to maximize profitability in warranty and customer pay repairs. Our warranty specialists provide the expertise needed to properly evaluate and process OEM warranty claims without unnecessary delays, while also avoiding additional dealer costs. We provide the expertise and training needed to maximize the effectiveness of: Returned parts transactions; OEM Vehicle, tire, and battery warranty claims processing; and high cost warranty dealer pre-approvals.

### >> ISO 9001 Quality Management

CALIBRE provides dealers with the ability to assess and evaluate their core business processes and functions according to the International Standards Organization (ISO) 9001 standards. We conduct a baseline assessment to provide dealer management teams with the dealership's "as is" state, and process map all of the required OEM, dealer group and internal processes to identify gaps and overlaps. CALIBRE experts assist the dealer management team with developing a strategic plan, and applying the Balanced Scorecard methodology to align all functions and resources of the organization to the strategy. We assist key personnel with developing work instructions to standardize operations, eliminate gaps and remove duplicate functions. Our experts enable managers to identify and reduce costs, and to achieve efficiencies that lead to successful ISO 9001 certification. This process evolves the dealership into a high performing organization that stands out among competitors and Customers will trust.

**Veteran Hiring:** "Dealers who hire veterans to fill fixed operations jobs, such as technicians, service advisors, and parts specialists consistently remark about the quality of their skills and experience, work ethic, passion for the brand they support".

Source: Bernie Hyland, Program Manager

### >> Talent Management Services

CALIBRE's talent management experts design and facilitate award-winning fixed operations recruiting and placement talent management programs. We are the automotive industry leader in matching the very best Military Veterans and non-Veterans with dealerships who need skilled and experienced professionals to fill their technician, service advisor, and parts specialist requirements. Dealers value our ability to deliver quality talent that reduces turnover, increases productivity, and maximizes capacity. They will also benefit from our ability to assist HR departments with applying for valuable government sponsored employer tax credits.

## Supply Chain Management and Logistics Services

### >> Dealer Service

CALIBRE performs complex analysis of dealer parts, enhancing transparency, efficiency and effectiveness. Our expertise includes: inventory control, data management, and in-transit asset visibility; parts pre-picking; high priority parts fill rate control; and shop loading and scheduling.

### >> Distribution Management

The success of any logistics operation depends on timely, efficient, and assured satisfaction of requirements to bridge the gap between demand and supply. CALIBRE offers big data logistical analytics solutions for major distribution management process and cost control. We provide requirements visibility, identify sources and in-transit

assets, track costs, and offer situational understanding of the entire distribution environment. These fundamentals enable the dynamic control and synchronization of material distribution to satisfy customer requirements at the lowest possible cost.

### >> Supply Chain Integration and Modeling

CALIBRE is a leader in secure data integration, inventory optimization, supply chain management, data reporting, cost, and dashboards management. We analyze automotive supply chain requirements and deliver cost-effective solutions that drive increased performance. Our technology solutions facilitate the management of millions of parts transactions, at hundreds of locations, for thousands of customers in

a global supply chain environment. Our solutions include: portal tools, secure data storage and processing, data integration, predictive analytics, management reporting, and inventory planning and control.

## ABOUT CALIBRE

CALIBRE Systems, Inc. is an employee-owned management consulting and information technology solutions company supporting government and industry. CALIBRE is committed to the success of our clients and delivers enduring solutions that solve management, technology, and program challenges.

For more info contact us at [Automotive@calibresys.com](mailto:Automotive@calibresys.com)