

15 | AFTERSALES MANAGER'S TOUR

Standard Benefits

- **Customer:** Be received at a clean, tidy, secure and organized outlet.
- **Dealership:** Ensure that the dealership is in order of operation (cleanliness, stowage, organization) and that operational standards are applied. Ensure the application of possible enhanced health measures. Remain sensitive to everyday items that are no longer seen in the past but are immediately visible to Customers.

Detect discrepancies as soon as they occur and treat them in a sustainable way. Inform and sensitize all staff on areas that need to be kept under constant scrutiny. Create internal discipline within teams, which, through repetition, creates autonomy and the rise of differences by the collaborators themselves.

Mains functions concerned: Aftersales Manager.

1

The Aftersales Manager Tour carried out at least once a week from the point of view of the Customer

- Ensure the cleanliness, tidying, safety and proper organization of the Aftersales area of the dealership including in the case of enhanced sanitary measures.
- The Aftersales Manager's tour systematically includes, at a minimum, a control of areas that are accessible or visible to Customers or covered by an Aftersales Operating Standard.
 - Greeting the Customer at dealership:
 - ✓ Clear and visible outer signage
 - ✓ Parking for guests including Service 24/7 terminal if available accessible
 - ✓ Aftersales reception including clean and tidy Customer waiting space
 - ✓ Leaflet and other up-to-date offers
 - ✓ Cleanly and fully equipped Customer and employee health services
 - ✓ Badge for all staff in contact with Customers.
 - Walk-around tour with the Customer during the Reception:
 - ✓ Clean and clear area of examination
 - ✓ Received vehicles identified and equipped with protection.
 - At the workshop:
 - ✓ Clean and tiered workstations
 - ✓ Workers wear the appropriate Personal Protective Equipment, and their working clothes are not tainted
 - ✓ Vehicles identified and protected
 - ✓ Extraction of exhaust gas in place for the vehicles concerned
 - ✓ Accessible and functional load terminal(s)
 - ✓ Waste collection and disposal organized and in place.
 - Back-office car parks:
 - ✓ Clean and clear Customer vehicle fleet. Vehicles are spotted and protected
 - ✓ Clean replacement vehicles and vehicles concerned in place.
- Opportunity to verify compliance with all Aftersales Operating Standard at the dealership and any other identified vigilance point.

Supporting docs : [Examples of Aftersales Manager's Tour Guide & Verification Grid \(PPT\)](#)

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2 Handling discrepancies found during Aftersales Manager's tour

- Identify each discrepancy by photo and/or post-it note.
- Indicate the date of completion of the tour (1) and the "discrepancies" in a dedicated table with photos and/or post-it.
- Analyze and process each discrepancy:
 - Find the causes of the gap and save them in the "causes of the discrepancy" box in a dedicated table
 - Identify and save corrective actions in the box
 - "Corrective actions" in a dedicated table.
- Analyze recurring gaps to eliminate their causes.
- Achieve a progress/review point for corrective and preventive actions 1 time/week.
- Delete post-it and/or photo of gap when:
 - the reference situation is permanently (re-)installed
 - the discrepancy noted is monitored through integration into the existing operating standard of the dealership or through the creation of a new operating standard.

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