

# Auditing

## Typical Issues

Brand Standards and 'Best Practice' audits are usually completed by several different companies for a manufacturer. This is usually due to the inability of one company to provide the continuity of delivery throughout Europe and the rest of the world.

This inevitably leads to inconsistency of results from the audits and a variance in action plans implemented from region to region. The effect is a fragmented dealer network with varying policies and procedures which makes it difficult to develop the network as a whole and could provide opportunity for legal challenge under Block Exemption.

## Our Solution

Following consultation with the relevant departments, we provide advice and support to enable the manufacturer to clearly identify which areas require auditing; either to comply with Block Exemption Regulation legislation or their own internal requirements. In addition, we will assist with the gathering of beneficial information to enable constructive action plans to be acknowledged and implemented.

We provide the audit tools and documentation to successfully complete the audit programme, which may include the automatic generation of action plans which are specific to each dealer visited.

We have the unique ability to provide an auditing service throughout the world using our own people, thus providing consistency and fast reporting of results, therefore enabling manufacturers to start working with dealers to address issues before the programme is completed.

We provide the same service for re-auditing areas of non-compliance, or when periodic auditing takes place within a network.

## The Benefits

- Assistance with Block Exemption issues
- Worldwide auditing facility
- Advice on areas upon which to focus
- Consistency and speed of reporting
- Fast implementation of action plans

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