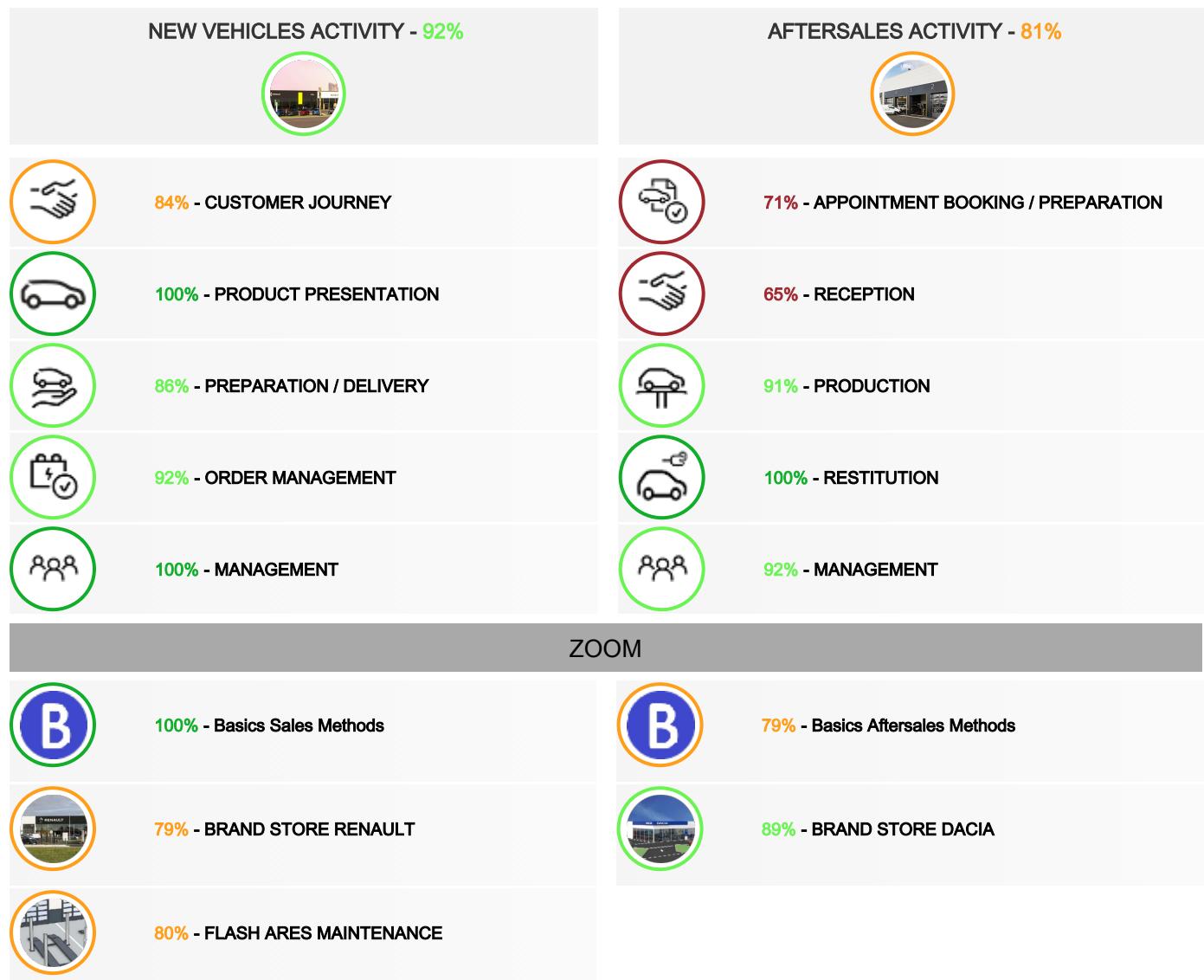


# Dealer Quality Assessment - Detailed Report

Dealer name	Location
RENAULT WARSZAWA - PGD PUŁAWSKA	UL.PUŁAWSKA 621B 02-885 WARSZAWA Poland
Dealer code	RRG
61617007	NO
NV Renault Sales / year	NV Dacia Sales / Year
560	400
Workshop Customers / Day	Principal Audited Brand
37	RENAULT
Auditor	Audit Date
JUSTYNA CISZEK	19/07/2024

Global Score  
**87%**



<b>Strengths (Sales &amp; After Sales only)</b>	<b>Weaknesses (Sales &amp; After Sales only)</b>
<ol style="list-style-type: none"> <li>1. Kompletność dokumentacji sprzedazowej z wykonanym utrzymaniem pojazdu powyżej 90 dni</li> <li>2. Wydzielona strefa wydania pojazdu według standardów, z pokrowcami, prezentacja pojazdów</li> <li>3. Dokumentacja spotkań dziennych i miesięcznych - serwis i sprzedaż</li> <li>4. Przygotowanie części zamiennych</li> <li>5. Wydanie pojazdu po serwisie</li> </ol>	<ol style="list-style-type: none"> <li>1. Braki w przeszkoleniu w zakresie zagrożeń elektrycznych</li> <li>2. Prezentacja showroomu - otwarta szafa, uszkodzenia płytEK</li> <li>3. Przeprowadzenie przeglądu - olej sprawdzony bez czekania, hamulce niezmierzone (przód)</li> <li>4. Braki w zebranych przebiegach i danych klienta</li> </ol>

# DIGITAL

DIGITAL RENAULT - 65%



DIGITAL DACIA - 65%



45% - JOURNEY  
EXPERIENCE



89% - Website conformity

45% - JOURNEY  
EXPERIENCE



89% - Website conformity

Digital Score

65%

## dealership's digital website main items to improve

1. Brak nazwy miasta przy logo Dacia i Renault na głównym pasku
2. Obecność poprzedniej identyfikacji wizualnej Renault i Dacia na zdjęciach
3. Przekierowanie Google na stronę grupy dealerskiej, nie lokalizacji

[CONFIDENTIALITY & PERSONAL DATA PROCESSING] Given the nature of this document and the included personal data, the use of this document is strictly restricted to professional use for which it is intended and to authorized individuals only : Renault group employees, Renault group partners, and Renault group service providers. As the recipient of this document, it is your responsibility to maintain its confidentiality and to restrict redistribution only to authorized individuals.

92 %

## NEW VEHICLES ACTIVITY

84 %

## CUSTOMER JOURNEY

- 
- 1 - The Dacia facade and dedicated entrance comply with the brand's visual identity charter



*OK - The Dacia facade meets the brand's standards*

- 
- 1b - The Dacia facade is in perfect condition



*OK - The Dacia facade is in perfect condition*

- 
- 2 - The Dacia Showroom complies with the brand's visual identity charter



*Salon w trakcie zmiany identyfikacji*

*OK - The Dacia showroom complies with the brand's visual identity charter*

- 
- 2b - The Dacia showroom is in impeccable condition



*Pusta szafka na akcesoria, otwarty schowek gospodarczy*



*KO - The Dacia showroom is not in a perfect condition*

3 - Dacia sales desks are correctly positioned (away from the windows) and in perfect condition



*OK - The Dacia sales desks are correctly positioned and in perfect condition*

4 - Dacia sales staff wear appropriate and identifiable business attire



*OK - Dacia sales staff are identifiable*

10 - The dealership exterior is in impeccable condition, is clean and is well maintained



*OK - The exterior appearance of the dealership is in impeccable condition*

10b - The exterior area respects the visual charter of the Renault brand



*OK - The exterior area respects the visual charter of the Renault brand*

11 - The Renault Showroom Interior is in perfect condition



**Brudna nawierzchnia, uszkodzone płytki, stojak Renault sport w kącie showroomu**



**KO - The interior appearance of the dealership is not perfect condition**

11b - The Showroom respects the visual charter of the Renault brand



**OK - The showroom respects the visual charter of the Renault brand**

12 - The Renault showroom furniture is clean and well maintained



**OK - The showroom furniture is in good condition and properly maintained**

13 - The Renault sales desks are correctly positioned (away from the windows) and in perfect condition



**OK - The sales desk are correctly positioned and in perfect condition**

14 - Washrooms / Toilets are available for customer use. They are identified, clean, well lit and usable



**OK - The customer toilets are accessible and in a compliant state**

15 - The customer waiting area is suitable for waiting & up to standard ✓



**OK - The furniture in the customer area is clean and compliant as a waiting area**

17 - Sales staff wear appropriate and identifiable business attire ✓



**OK - Sales staff are identifiable**

49b - There is a 24/7 accessible charging station for electric vehicles ✗

**Dostępne w godzinach otwarcia, bez opłat - dla klientów**



**KO - The dealership does not have a 24/7 charging station and its installation is not planned**

**100 %**

**PRODUCT PRESENTATION**

5 - New Dacia vehicles are presented according to the brand's standards



***OK - Dacia new vehicles are displayed according to the brand's standards***

6 - The Dacia product-price display stands are compliant and contains the required information



***OK - The Dacia price display stands are compliant and contain the latest mandatory information***

8 - The new Dacia vehicles displayed in the Showroom are in perfect condition



***OK - The Dacia vehicles on display are in perfect condition***

22 - New vehicles are presented according to the Renault brand's standards



***OK - New vehicles are displayed according to the brand's standards***

23 - The Renault price-product display stands are compliant



***OK - Renault price displays are compliant and contain all the mandatory up-to-date information***

25 - The new vehicles exhibited in the Renault Showroom are in perfect condition



***OK - The vehicles on display are in perfect condition***

26 - The vehicles on display all have a charged battery

B ✓

***OK - The vehicles on display are all charged***

28 - The demonstrator fleet adheres to the model / engine recommendations

B ✓

***OK - There is a demonstrator vehicle fleet compliant with the recommendations of the subsidiary***

29 - Demonstrator vehicles are present in the Test Drive area and ready to be driven

B ✓



***OK - The vehicles of the demonstrator fleet are present in the dedicated area, ready to be driven according to the manufacturer's standards***

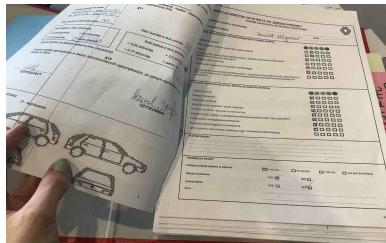
29a - The Demonstrator vehicles are clean, inside and out

B 

***OK - Demonstrator fleet vehicles are clean and ready for use***

29b - Qualitative demonstration/Test drive reports are completed following vehicle demonstration drives

B 



***OK - The qualitative reports following the vehicle tests are all carried out and are in conformity***

**86 %**

## PREPARATION / DELIVERY

9 - Dacia vehicles to be delivered are presented to customers according to the recommendations (with compliant delivery covers)

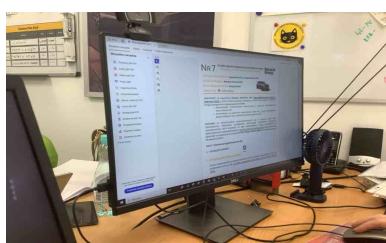


***XS, S, L, XXL***

***OK - Dacia covers are available in sufficient number and sizes***

46 - The personnel in charge of preparing the vehicle are aware of the latest technical information





***OK - The person in charge of technical preparation knows the latest information***

48 - The dealership has recommended chargers in sufficient number



#### 5 ładowarek



*OK - The dealership has the regulatory battery charger and it is fully functional*

49 - There is an electric vehicle charging station for new vehicle preparation



*OK - There is a charging station for new electric vehicles and it is in good condition*

51 - The preparation area meets the manufacturer's standards

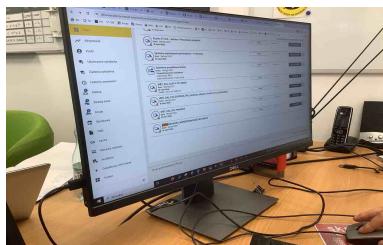


*OK - The preparation area complies with the recommendations and is clean and tidy*

52 - The preparation staff have been warned of the electrical risks



**Manager sprzedaży bez przeszkoletnia**



**PA - At least one member of the preparation team has completed the electrical risk awareness training**

53 - The handover area meets the manufacturer's standards



**OK - The handover area complies with manufacturer standards**

54 - The Renault vehicles to be delivered are presented to the customer according to the recommendations, with the appropriate delivery covers



**QUESTION NOT AUDITABLE**

55 - The staff that perform handovers are aware of the latest product innovations and respect manufacturer's recommendations



**Brak przekazania informacji o paliwie**

**KO - The person in charge of the handover doesn't know the 5-step method, and/or doesn't know the latest product innovations**

**92 %**

**ORDER MANAGEMENT**

35 - The customer is informed of the late delivery of their vehicle

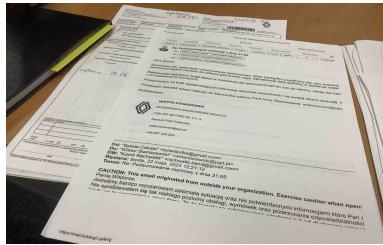


**OK - Customers are informed of delays to their order in good time**

36 - Customers receive an order confirmation within three days



**W przypadku Arkany wydanej 28.06, brak w dokumentacji potwierdzenia zamówienia**



**KO - The order is not confirmed to customers or there is no trace in the files checked**

37 - Product update operations are closely monitored



**OK - The presence of OTS is systematically checked in ICM and there is a trace of the consultation**

40 - Customer files are complete



**OK - The customer files checked were complete and contained all the standard documents expected**

41 - The customer is contacted the day before delivery



**OK - Customers are systematically contacted 24 hours before delivery as a reminder**

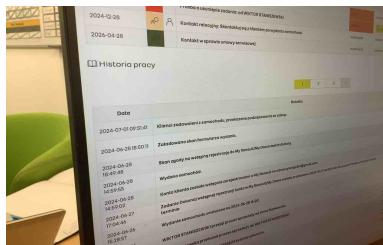
41b - The delivery date is planned taking into account the preparation process of the vehicle (assembly of accessories)

B

**OK - The delivery date was planned taking into account the process of fitting the accessories**

43 - The customer is systematically contacted within five working days following the handover

B ✓



**OK - Customers systematically receive a post-delivery call and this is followed up by the Sales Manager**

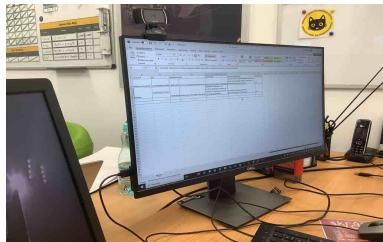
**100 %**

**MANAGEMENT**

57 - There is an internal or company procedure for dealing with customer issues or complaints

✓

**Rejestr w tabeli, utrzymywana dokumentacja z klientem**

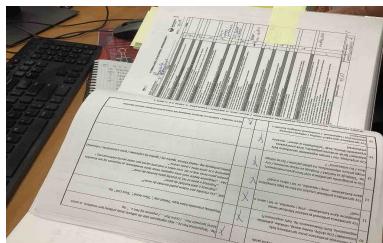


**OK - There is an up-to-date customer complaints log**

58 - The Sales Manager organizes individual reviews regularly & specific coaching sessions to improve the skills of the team

✓

**Karty obserwacji oraz coachingowe wykorzystywane**



**OK - There is a planned and formalized coaching approach for sales staff**

60 - There is a monthly meeting to review the latest quality data on NV activity & gives rise to the necessary measures to improve the situation



B ✓

**OK - A formalized quality meeting is carried out every month & give rise to measurable action plans**

63 - There are brief daily meetings to drive sales and quality



B ✓

**OK - The Sales Manager leads a short daily meeting in front of a tracking board or digital support**

81 %

## AFTERSALES ACTIVITY

71 %

## APPOINTMENT BOOKING / PREPARATION

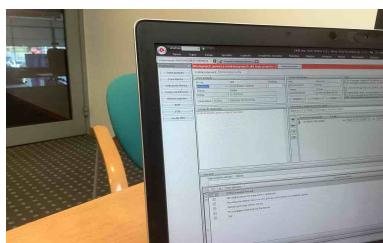
101 - Provisions have been made in order to receive telephone appointments ✓

*Call center w Krakowie*

*OK - Appointments are made by dedicated staff*

102 - When making an appointment, all customer details & all vehicle information are documented and alternative mobility solutions are proposed B X

*Braki w spisanych przebiegach i danych klienta*



*KO - When making an appointment, some customer data/vehicle information are not documented and/or alternative mobility solutions are not offered*

104 - As soon as an appointment is made, recall operations are checked ✓

*OK - For each appointment ICM is consulted*

107 - All files are complete & are prepared the day before B ✓

*16 dokumentacji*

*OK - all prepared files are ready the day before, and all files are complete*

109 - Spare parts are prepared in advance & are made available to the workshop in a compliant manner

B 



*OK - Spare parts are always prepared in advance and are made available to the workshop in labelled boxes or lockers*

111 - The customer receives confirmation of their appointment by SMS or email

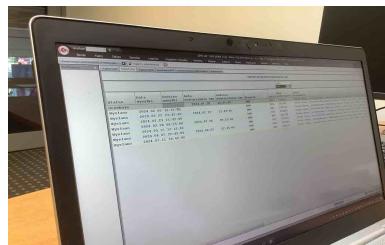
B 

*OK - The customer systematically receives an appointment confirmation*

112 - The customer is contacted the day before as a reminder of their appointment

B 

*Przypomnienia w statusie odrzucony lub oczekuje*



*KO - The customer is not systematically contacted the day before the appointment*

**65 %**

**RECEPTION**

113 - Access to the after-sales services is identifiable upon arrival at the dealership



**OK - Access to the after-sales services is identifiable upon arrival at the dealership**

114 - The reception area complies with the brand's recommendations and is in impeccable condition



**Pobrudzona część recepcji frontem do klienta**



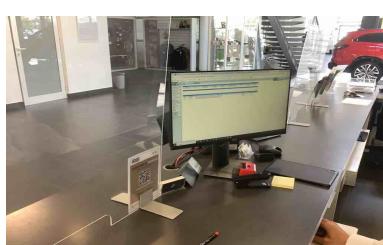
**KO - The reception area does not comply with the standards and/or not maintained**

115 - Front-office staff wear appropriate business attire to allow customers to identify them



**OK - All front-office staff wear standard badges and uniforms**

116 - The presence of recall operations is checked at reception



**OK - The Service Advisor consults the OTS screen in ICM**

117 - At the reception, incident resolution requests are properly documented (MCS codes) ✓

**OK - MCS codes are systematically present on all checked files**

118 - The vehicle inspection area is present and complies with the recommendations ✗

**Uszkodzenia nawierzchni**



**KO - The vehicle inspection area is not clean and / or does not comply with the recommendations**

119 - During the reception, a vehicle inspection done according to the standard is systematically carried out B ✗

**Sprawdzenie wycieraczek po obejściu samochodu**

**KO - The vehicle inspection is not carried out respecting the manufacturer standards**

120 - Customer vehicles are properly protected and disinfected B ✓



**OK - All the driving seat position protections are fitted correctly**

122 - The Service Advisor checks all points outside the vehicle ✓

**OK - All of the vehicle's exterior points are checked as per the standards**

124 - For each intervention there is a price commitment to the customer

B ✓

**OK - Overall price and detailed prices are correctly noted in checked files and Repair Orders are signed by customers**

125 - In the files, estimated collection times are noted and personalized

B ✓

**OK - In the files, the estimated collection times are noted and personalized to the customer**

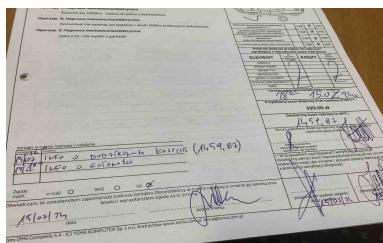
**91 %**

## PRODUCTION

127 - The customer is contacted to notify him/her of additional work

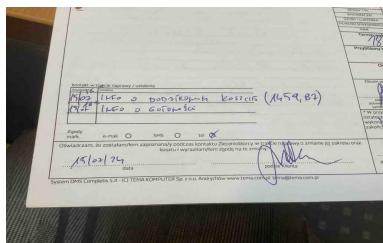
B ✓

**Rozszerzenie o przeprogramowanie ad blue**



**OK -The customer is systematically contacted to inform them of additional work**

128 - In case of additional work, a quote is systematically done and transmitted to the customer



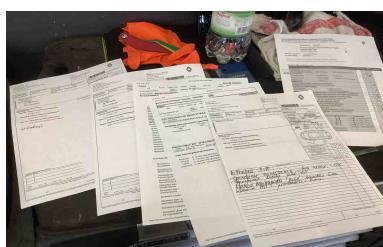
***OK - An additional estimate is systematically sent to the customer***

129 - The technician has the equipment and tools at their disposal to carry out vehicle maintenance



***OK - All the equipment and tooling is available to the technician***

130 - The technician has all the documents at their disposal to carry out vehicle maintenance



***OK - The technician has the documents necessary to carry out the service and refers to them***

131 - The electrical functions of the vehicle are checked



***OK - All the vehicle's electrical functions have been checked***

133 - An electronic assessment of the vehicle is carried out (only for RENAULT cars) ✓



*OK - The assessment of the vehicle's electronic control units (ECU) was carried out during the observed service*

134 - In the event of a stored fault, the technician performs a diagnostic ✓

*OK - Stored faults are correctly processed by the technician*

136 - Fluid replacement and top up is carried out according to the manufacturer's recommendations ✓

*OK - The oil filter is changed in accordance with the manufacturer's recommendations*

138 - The wheels of the vehicle are checked ✓

*OK - The 5 checkpoints have been carried out on all the wheels*

139 - The front brakes of the vehicle are checked ✗

*Brak sprawdzenia grubości tarcz, klocków (obie strony przód)*

*KO - The brakes check is not compliant with that of the manufacturer's recommendations*

140 - The oil used conforms to the manufacturer's recommendations ✓

*RN17 5w30 - włąny zgodny*

**OK - The standard of oil used is in accordance with the ICM sheet**

141 - Checking the oil level complies with the manufacturer's recommendations X

**Sprawdzenie oleju bez oczekania 10 minut**

**KO - The oil level on the dipstick is not correct**

142 - The workshop is clean and tidy ✓



**OK - The workshop is clean and tidy**

143 - Measures exist to ensure workshop cleanliness ✓



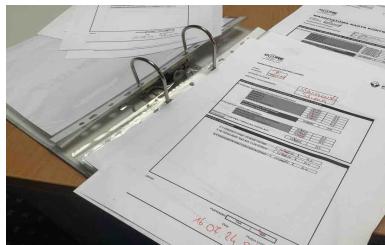
**OK - There are procedures in place to ensure long-term workshop cleanliness**

144 - There is a dedicated High Voltage Zone workstation for the maintenance of electric vehicles ✓



**OK - The workstation and the main safety elements are present**

145 - The quality of the work carried out is checked ✓



*OK - A quality control of the work carried out is performed regularly using the standard document*

**100 %**

**RESTITUTION**

146 - The file is finalized before the vehicle restitution to the customer ✓

*OK – The files are checked and finalized before the customer arrives to collect their vehicle*

147 - Customer files are complete before archiving ✓

*OK - All checked files are complete before archiving*

148 - A message is sent to inform the customer of the availability of their vehicle B ✓

*OK - The call or text message to the customer to let them know that their vehicle is ready for collection is evidenced in the file*

148b - The Restitution starts with the explanation of the Price and the invoice B ✓

*OK - Service Advisor started the Restitution by explaining the price and the invoice*

148c - On collection, the CLIP Electronic Computer Check Report is explained and given to the customer

B —

Dacia

148d - On collection, the Control Certificate was explained and given to the customer

B ✓

*OK - The Service Advisor explained the Control Certificate and gave it to the customer*

148e - On collection, the vehicle's protections were removed in front of the customer

B ✓

*OK - The protections of the vehicle were removed in front of the customer*

92 %

MANAGEMENT

149 - A daily after-sales briefing takes place

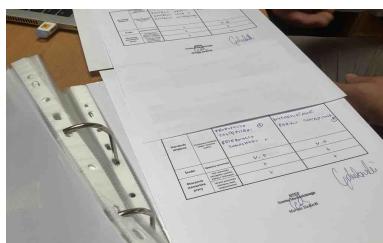
B ✓



*OK - A daily briefing is carried out*

150 - The Aftersales Manager organizes observations in order to improve the skills of the team

✓



*OK - Coaching sessions are organised regularly*

151 - A formalized AFS quality meeting is carried out every month & actions to improve quality have been put in place

B ✓



**OK - Quality meetings are organised every month with measurable actions**

155 - All technical staff have been warned of the electrical risks

~

**Pracownik zatrudniony 03.2024 bez przeszkolenia, diagnosta bez szkolenia**



**PA - At least 50% of the after-sales personnel have been warned about the electrical risks**

156 - There is a follow-up of returns and alterations for non-compliance of work

✓



**OK - The returns log/booklet is compliant and up to date**

ZOOM

79 %

BRAND STORE RENAULT

10 - The dealership exterior is in impeccable condition, is clean and is well maintained



*OK - The exterior appearance of the dealership is in impeccable condition*

10b - The exterior area respects the visual charter of the Renault brand



*OK - The exterior area respects the visual charter of the Renault brand*

11 - The Renault Showroom Interior is in perfect condition



***Brudna nawierzchnia, uszkodzone płytki, stojak Renault sport w kącie showroomu***



*KO - The interior appearance of the dealership is not perfect condition*

11b - The Showroom respects the visual charter of the Renault brand



*OK - The showroom respects the visual charter of the Renault brand*

12 - The Renault showroom furniture is clean and well maintained



*OK - The showroom furniture is in good condition and properly maintained*

13 - The Renault sales desks are correctly positioned (away from the windows) and in perfect condition



*OK - The sales desk are correctly positioned and in perfect condition*

15 - The customer waiting area is suitable for waiting & up to standard



*OK - The furniture in the customer area is clean and compliant as a waiting area*

17 - Sales staff wear appropriate and identifiable business attire



***OK - Sales staff are identifiable***

22 - New vehicles are presented according to the Renault brand's standards



***OK - New vehicles are displayed according to the brand's standards***

23 - The Renault price-product display stands are compliant



***OK - Renault price displays are compliant and contain all the mandatory up-to-date information***

25 - The new vehicles exhibited in the Renault Showroom are in perfect condition



***OK - The vehicles on display are in perfect condition***

53 - The handover area meets the manufacturer's standards



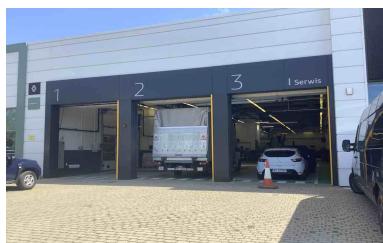
***OK - The handover area complies with manufacturer standards***

54 - The Renault vehicles to be delivered are presented to the customer according to the recommendations, with the appropriate delivery covers



***QUESTION NOT AUDITABLE***

113 - Access to the after-sales services is identifiable upon arrival at the dealership



***OK - Access to the after-sales services is identifiable upon arrival at the dealership***

114 - The reception area complies with the brand's recommendations and is in impeccable condition



***Pobrudzona część recepcji frontem do klienta***



***KO - The reception area does not comply with the standards and/or not maintained***

115 - Front-office staff wear appropriate business attire to allow customers to identify them

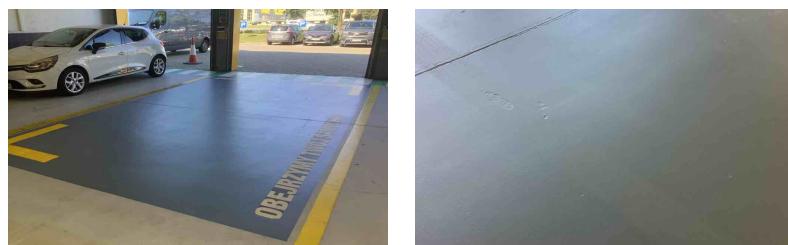


**OK - All front-office staff wear standard badges and uniforms**

118 - The vehicle inspection area is present and complies with the recommendations



**Uszkodzenia nawierzchni**



**KO - The vehicle inspection area is not clean and / or does not comply with the recommendations**

- 1 - The Dacia facade and dedicated entrance comply with the brand's visual identity charter



*OK - The Dacia facade meets the brand's standards*

- 1b - The Dacia facade is in perfect condition



*OK - The Dacia facade is in perfect condition*

- 2 - The Dacia Showroom complies with the brand's visual identity charter



*Salon w trakcie zmiany identyfikacji*

*OK - The Dacia showroom complies with the brand's visual identity charter*

- 2b - The Dacia showroom is in impeccable condition



*Pusta szafka na akcesoria, otwarty schowek gospodarczy*



*KO - The Dacia showroom is not in a perfect condition*

- 3 - Dacia sales desks are correctly positioned (away from the windows) and in perfect condition



***OK - The Dacia sales desks are correctly positioned and in perfect condition***

- 4 - Dacia sales staff wear appropriate and identifiable business attire



***OK - Dacia sales staff are identifiable***

- 5 - New Dacia vehicles are presented according to the brand's standards



***OK - Dacia new vehicles are displayed according to the brand's standards***

- 6 - The Dacia product-price display stands are compliant and contains the required information



***OK - The Dacia price display stands are compliant and contain the latest mandatory information***

---

8 - The new Dacia vehicles displayed in the Showroom are in perfect condition ✓

***OK - The Dacia vehicles on display are in perfect condition***

---

9 - Dacia vehicles to be delivered are presented to customers according to the recommendations (with compliant delivery covers) ✓

***XS, S, L, XXL***

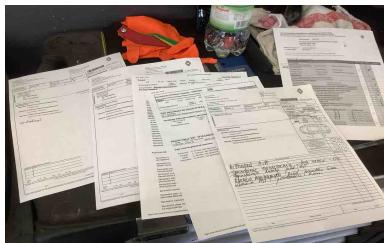
***OK - Dacia covers are available in sufficient number and sizes***

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*OK - All the equipment and tooling is available to the technician*

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*OK - The technician has the documents necessary to carry out the service and refers to them*

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*OK - All the vehicle's electrical functions have been checked*

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*OK - The assessment of the vehicle's electronic control units (ECU) was carried out during the observed service*

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**OK - Stored faults are correctly processed by the technician**

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**OK - The oil filter is changed in accordance with the manufacturer's recommendations**

138 - The wheels of the vehicle are checked ✓

**OK - The 5 checkpoints have been carried out on all the wheels**

139 - The front brakes of the vehicle are checked ✗

**Brak sprawdzenia grubości tarcz, klocków (obie strony przód)**

**KO - The brakes check is not compliant with that of the manufacturer's recommendations**

140 - The oil used conforms to the manufacturer's recommendations ✓

**RN17 5w30 - włąny zgodny**

**OK - The standard of oil used is in accordance with the ICM sheet**

141 - Checking the oil level complies with the manufacturer's recommendations ✗

**Sprawdzenie oleju bez odczekania 10 minut**

**KO - The oil level on the dipstick is not correct**

**65 %**

**DIGITAL**

**65 %**

**DIGITAL RENAULT**

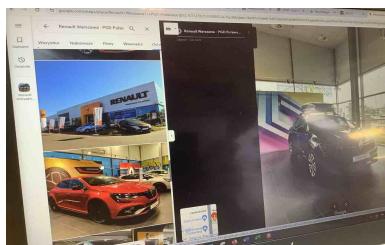
**45 %**

**JOURNEY EXPERIENCE**

---

201 - The dealer is correctly represented by Google via his GMB profile X

**Zdjęcia od właściciela zawierają starą identyfikację**

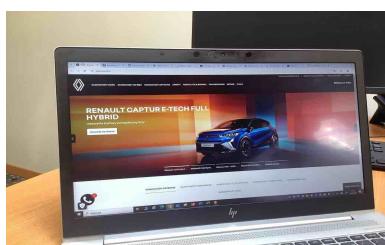


**KO - GMB (Google My Business) is not correctly used**

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202 - The link in the GMB section redirects to the correct dealer website (ONLY Renault + group + city) X

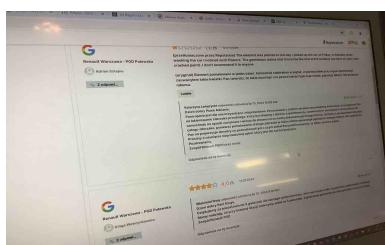
**Przekierowanie do głównej strony Renault PGD**



**KO - The GMB link does not redirect (directly) to the good dealer Renault website**

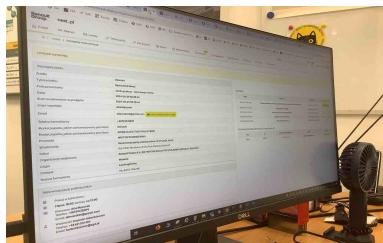
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211 - The Sales and After Sales Manager ensures all customer-submitted Google RENAULT Reviews are responded on time and answers are qualitative ✓



**OK - All reviews have a qualitative response on time**

212 - Renault Internet customer requests are processed according to the standard ✓

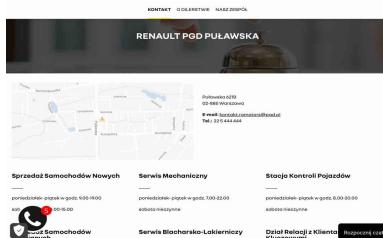


**OK - Internet requests are processed on time and personalized**

**89 %**

**Website conformity**

203 - The dealer's website is properly viewable on a tablet or mobile device and images/elements are adjusting and adapting to the specific sizes ✓



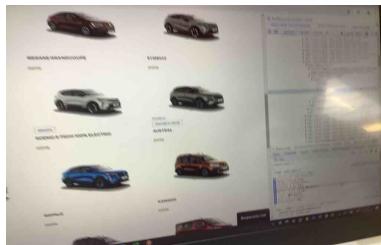
**OK - The dealer website works smoothly either on a pc screen, mobile screen, or tablet screen**

204 - The URL specify RENAULT with the correct RENAULT favicon ✓



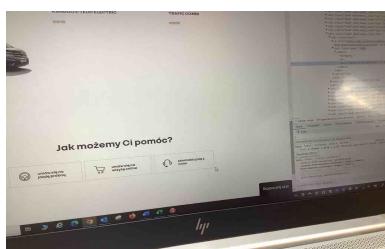
**OK - The right favicon & 'Renault' in the URL appear correctly**

205 - The website uses the official Renault colors and logotypes



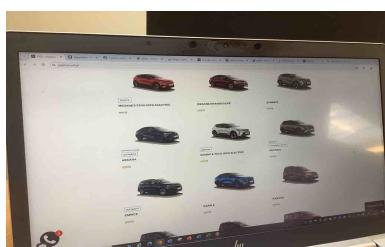
**OK - Both colors and logotypes used are the correct ones**

206 - The website has only the official Renault fonts and graphical user interface (GUIs)



**OK - Both font and GUIs used are the right ones**

207 - New car visuals respects the standards



**OK - new vehicles visuals respects perfectly the standards**

208 - The elements (navigation, hero, etc) on the homepage are in the recommended position

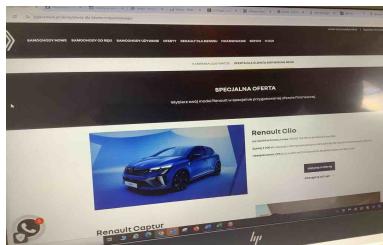


**Przy logo brak Renault + nazwa miasta**



**KO - The dealer website doesn't respects the recommendations in the guides and all criterias are not met**

209 - On the range presentation page only the Renault brand is present, and all prices are displayed without any discount labels or strike lines ✓



**OK - brand exclusivity and price display policy are respected**

210 - The website has an organized dedicated offers & services page/area ✓



**OK - Offers & services are clearly presented (name of services with description and opening hours)**

**65 %**

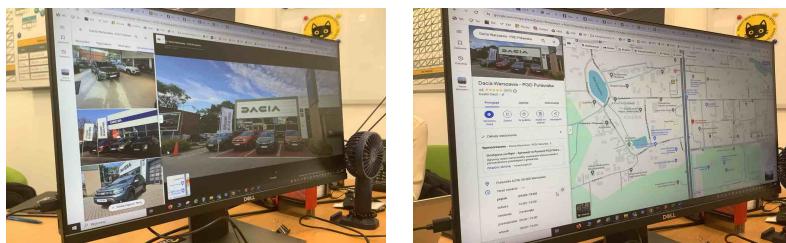
**DIGITAL DACIA**

**45 %**

**JOURNEY EXPERIENCE**

213 - The dealer is correctly represented by Google via his GMB profile ✗

**Obecne zdjęcia ze starszą identyfikacją**



## KO - GMB (Google My Business) is not correctly used

214 - The link in the GMB section redirects to the correct dealer website (ONLY Dacia + group + city)

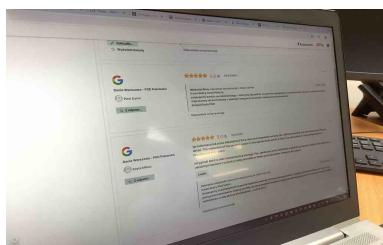


*Przekierowanie do strony grupy Renault PGD, nie do lokalizacji*



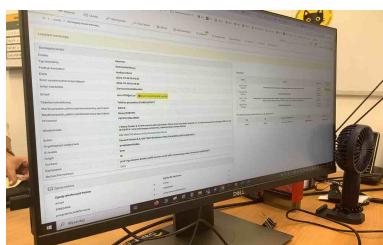
**KO - The GMB link does not redirect (directly) to the good dealer Renault website**

223 - The Sales and After Sales Manager ensures all customer-submitted Google Dacia Reviews are responded on time and answers are qualitative



*OK - all reviews have a qualitative response on time*

224 - Dacia Internet customer requests are processed according to the standard

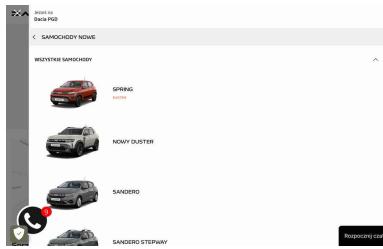


*OK - Internet requests are processed on time and personalized*

89 %

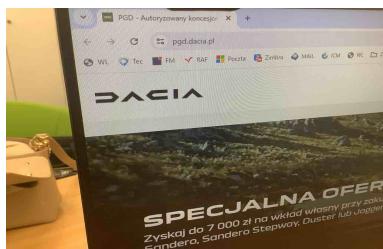
Website conformity

215 - The dealer's website is properly viewable on a tablet or mobile device and images/elements are adjusting and adapting to the specific sizes



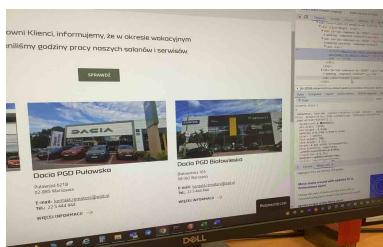
**OK - The dealer website works smoothly either on a pc screen, mobile screen, or tablet screen**

216 - The URL specify DACIA with the correct DACIA favicon



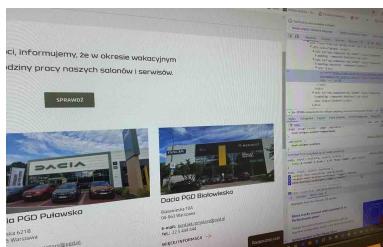
**OK - The right favicon & 'Dacia' in the URL appear correctly**

217 - The website uses the official Dacia colors and logotypes



**OK - Both colors and logotypes used are the correct ones**

218 - The website has only the official Dacia fonts and graphical user interface (GUIs)



**OK - Both font and GUIs used are the right ones**

219 - New car visuals respects the standards

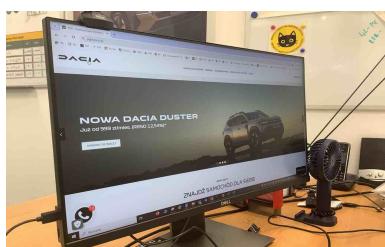


**OK - new vehicles visuals respects perfectly the standards**

220 - The elements (navigation, hero, etc) on the homepage are in the recommended position

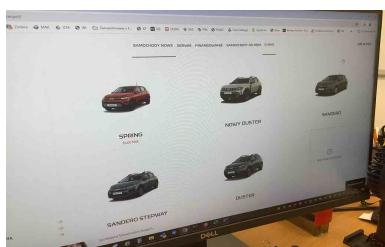


*Brak nazwy miasta po lewej stronie*



**KO - The dealer website doesn't respects the recommendations in the guides and all criterias are not met**

221 - On the range presentation page only the Dacia brand is present, and all prices are displayed without any discount labels or strike lines



**OK - brand exclusivity and price display policy are respected**

222 - The website has an organized dedicated offers & services page/area



***OK - Offers & services are clearly presented (name of services with description and opening hours)***