

Consulting | Mentoring | Coaching | Audits | Rural Innovation and Entrepreneurship | Digital Solutions | Off-Shore Operations



13 years since inception



Sustainable process and result delivered



Niche workforce of 98+



Delivered 180+ projects and approved OEM vendor globally

Business Advisors, Assessors, Mentors, Trainers, Implementation Facilitators and Designers



People and business transformation architect



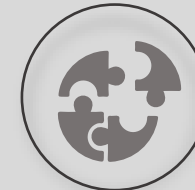
Performance improvement



By empowering people



By enhancing processes



Implementation of enablers
Learning, consulting, technology and digital solutions

Our Products & Services



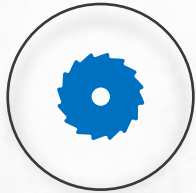
Consulting

Consulting Services to Top Brands on Productivity, Profitability, Leadership excellences & Operational Excellences



Product Innovation

New Product Development based on market requirements and New Technologies integration with aftersales coaching



Manufacturing

New Schemes & Technologies to aid OEMs, Various developmental projects



Training

Training sessions for Service & Manufacturing Sectors on top rated Topics through out Globe



Coaching

Coaching to Service Sectors of both premium non Premium Brands in India & Middle East



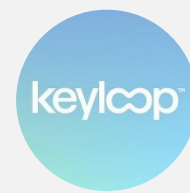
HR

Providing Manpower, temporary staffing and project resources to OEMs of manufacturing and Service sector



Digitalization

Personalized Smart Video



Our Clients

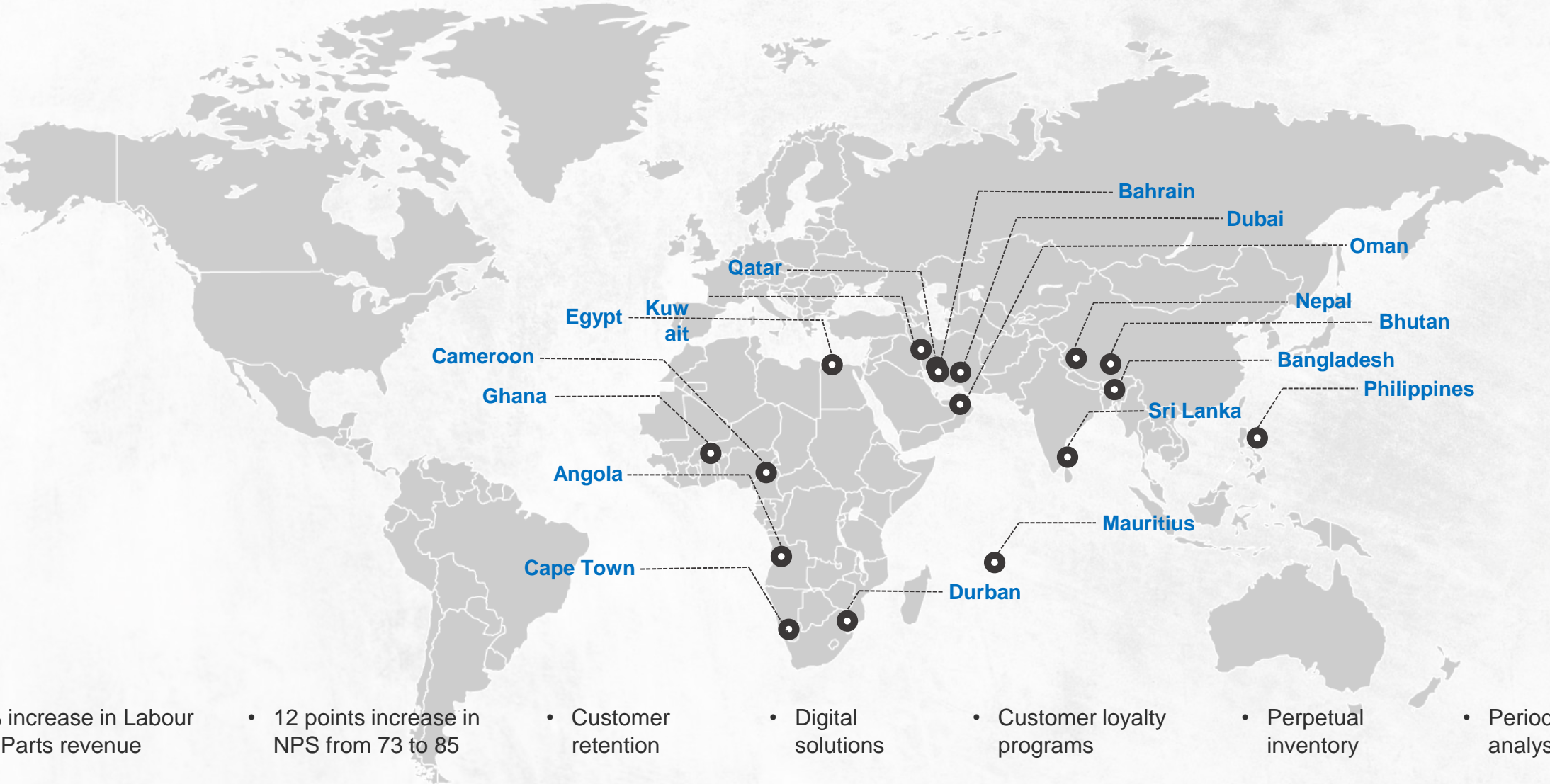
3 Markets | 98+ Manpower | 13 Years in operation



International markets

Abu Dhabi | Oman | Qatar | Lebanon | Bahrain | Kuwait | Jordan | Saudi Arabia | Egypt | Africa | UK | USA | Europe

Case Study 1: *Implemented Service and Parts Process across 19 Countries in Middle East, South Asia and Africa*



- 17% increase in Labour and Parts revenue
- 12 points increase in NPS from 73 to 85
- Customer retention
- Digital solutions
- Customer loyalty programs
- Perpetual inventory
- Periodic parts analysis

Retail Solutions: *People, process improvements, profitability carried out through focus approach by adapting digital technology*

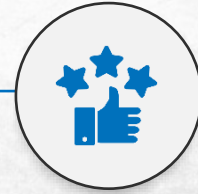


Service Advisor Development

- Implementation of core service process
- Increase dealer profitability through mission based improvements



Workshop Efficiency



Customer Satisfaction Improvement

- Mystery shopping and best practices development
- Implementation of digital solutions

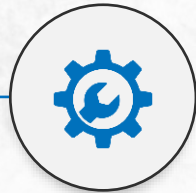


Profitability



Parts Process

- Parts stock reduced from 160 MINR to 72 MINR
- Implementation of new upselling tool



Parts Audit






Parts Liquidation

- Virtual audit system
- Parts upselling through CITNOW technology (Personalised Video Communication system)



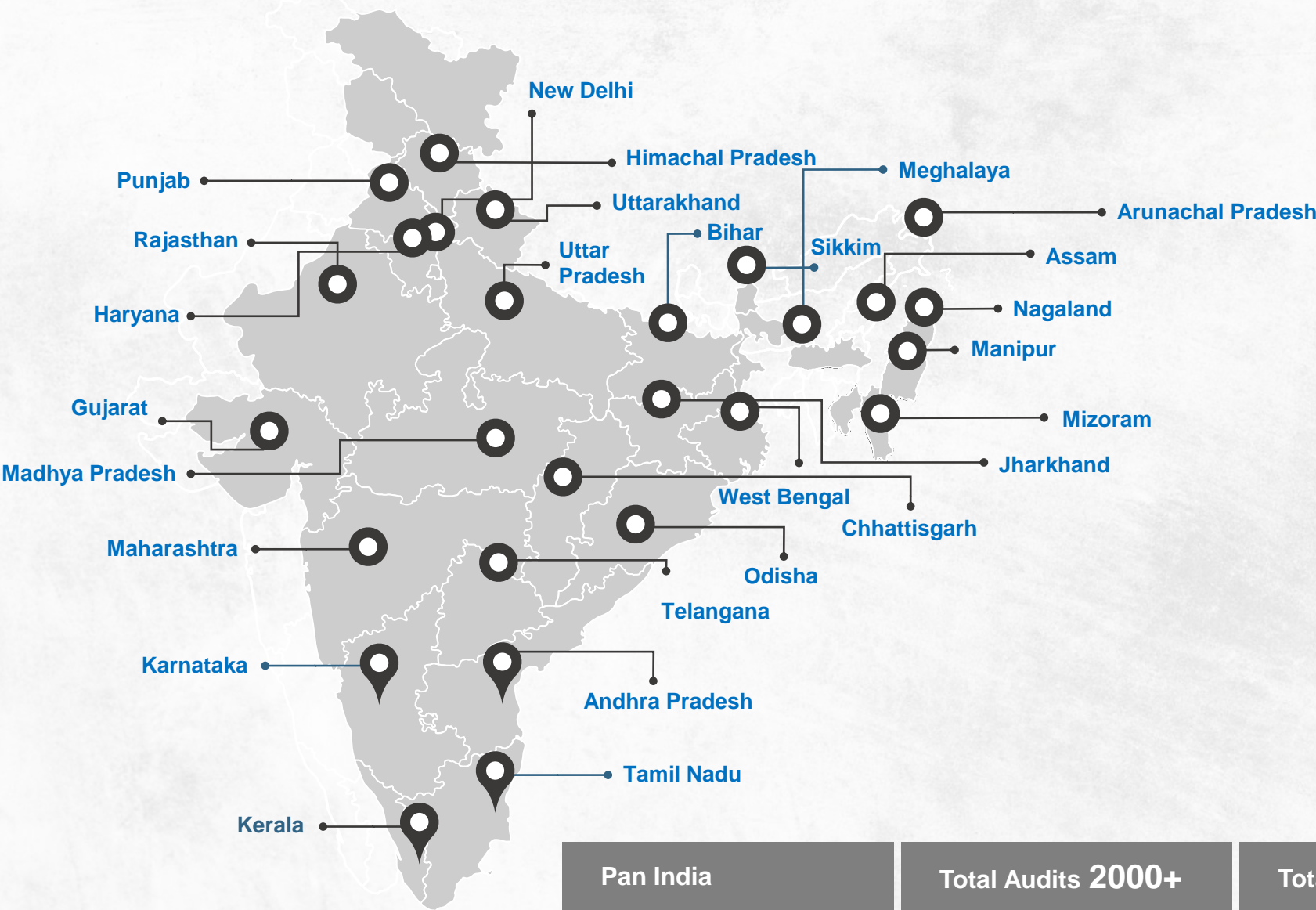
Coaching Of Parts Systems

Our Engagement Snapshot

	Impact on Brand Awareness	70 points increase in CSI	VAS Revenue increased	20% incremental revenue in parts
	Accessories revenue increased from INR 50K to INR 0.9 Mn	17% of lost customer retained	12% workshop efficiency improved	Revenue increase from INR 80 Mn to 130 Mn
	CSI Improvement of 171 points	Improved customer delight	Deming award winner	Deming award winner

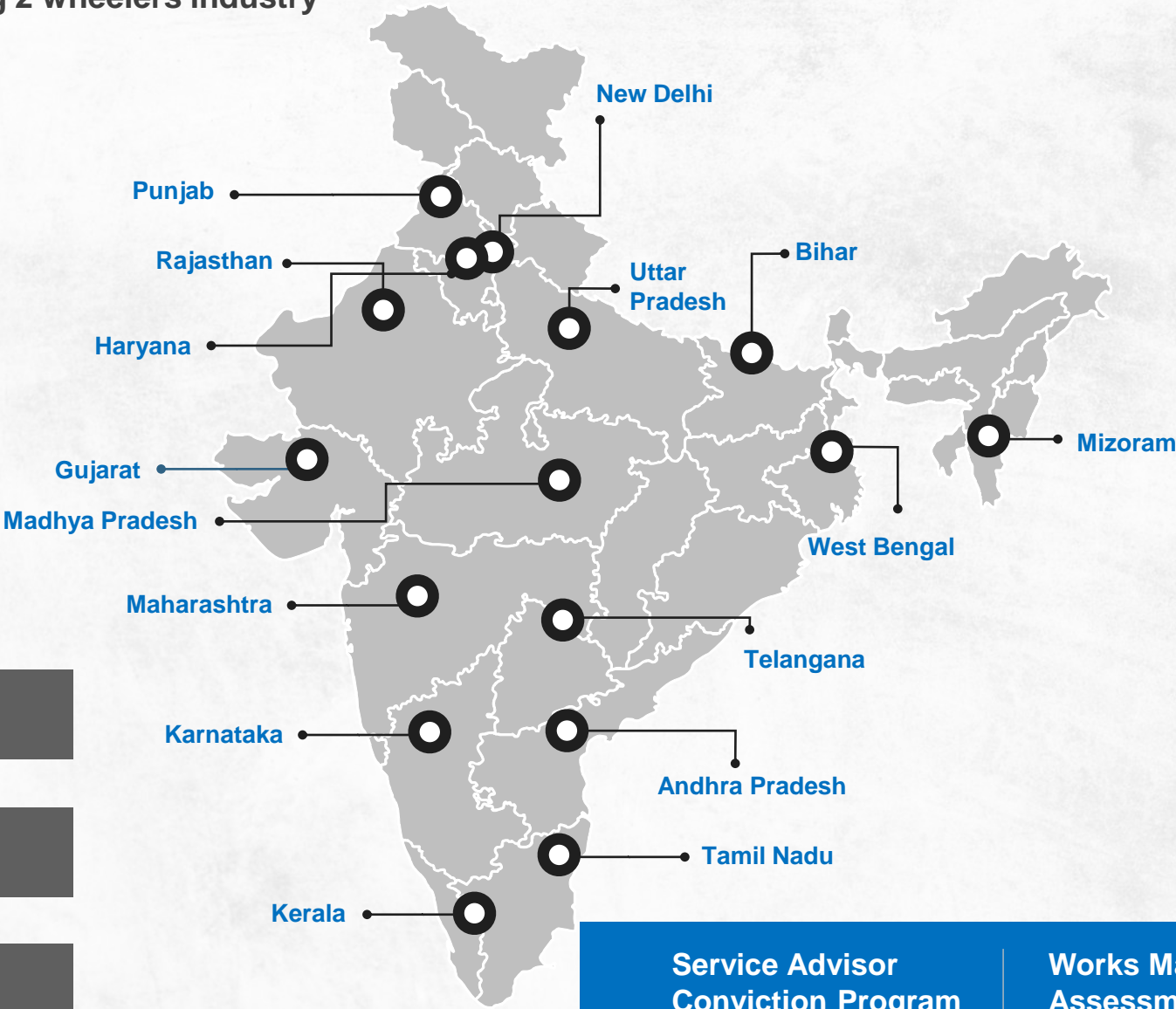
Our Engagement Snapshot

Auditing program for leading 2 wheelers industry



Our Engagement Snapshot

CSI program for leading 2 wheelers industry



5 PGM Co-ordinators

160 Dealerships

Average CSI at 9

16 States

25 CSI Coaches enrolled

10+ Customer Complaints
Co-ordinators

Service Advisor
Conviction Program

Works Manager
Assessment And Audit

Works Manager
Training Program

Our Training Engagement



300+ topics



50+ topics on softwares



More than **900+** vendors



150+ topics on manufacturing and quality technologies



OEMs

7 OEMs



More than **50k** trained



90+ topics on behavioural and soft skills



4 largest manufacturing industries training partner



200+ Certified training topics



A Project with Quality Council of India (QCI) & States Ministry of Micro, Small, Medium Scale Enterprises (MSME)

Total Number of Vendors **33**

Period for Implementation **18 Months**

91%

GCCE 3

10 Vendors

Cluster vendors from Ranipet, Vellore, Chennai Tamil Nadu. Major Improvement on Productivity, Machine Maintenance, controlling COPQ, Quality & Layout Modification

90%

GCCE 4

10 Vendors

Cluster vendors from Vellore, Chennai Tamil Nadu. Major Improvement on Productivity, Machine Maintenance, SMED, controlling COPQ, Quality & Layout Modification

89%

GCCE 6

6 Vendors

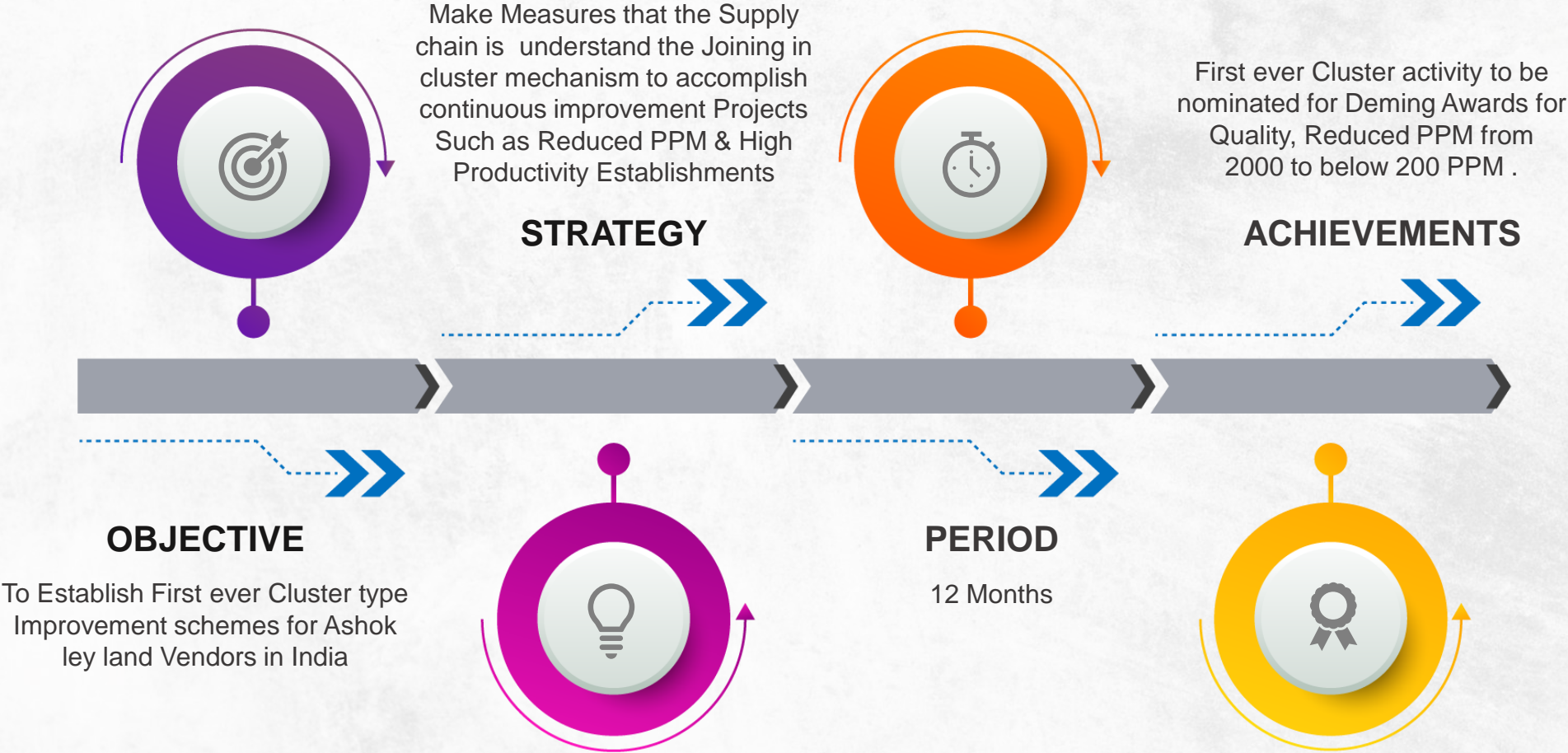
Cluster vendors from Pune Maharashtra. Major Improvement on Productivity, Machine Maintenance, controlling COPQ, Quality & Layout Modification

91%

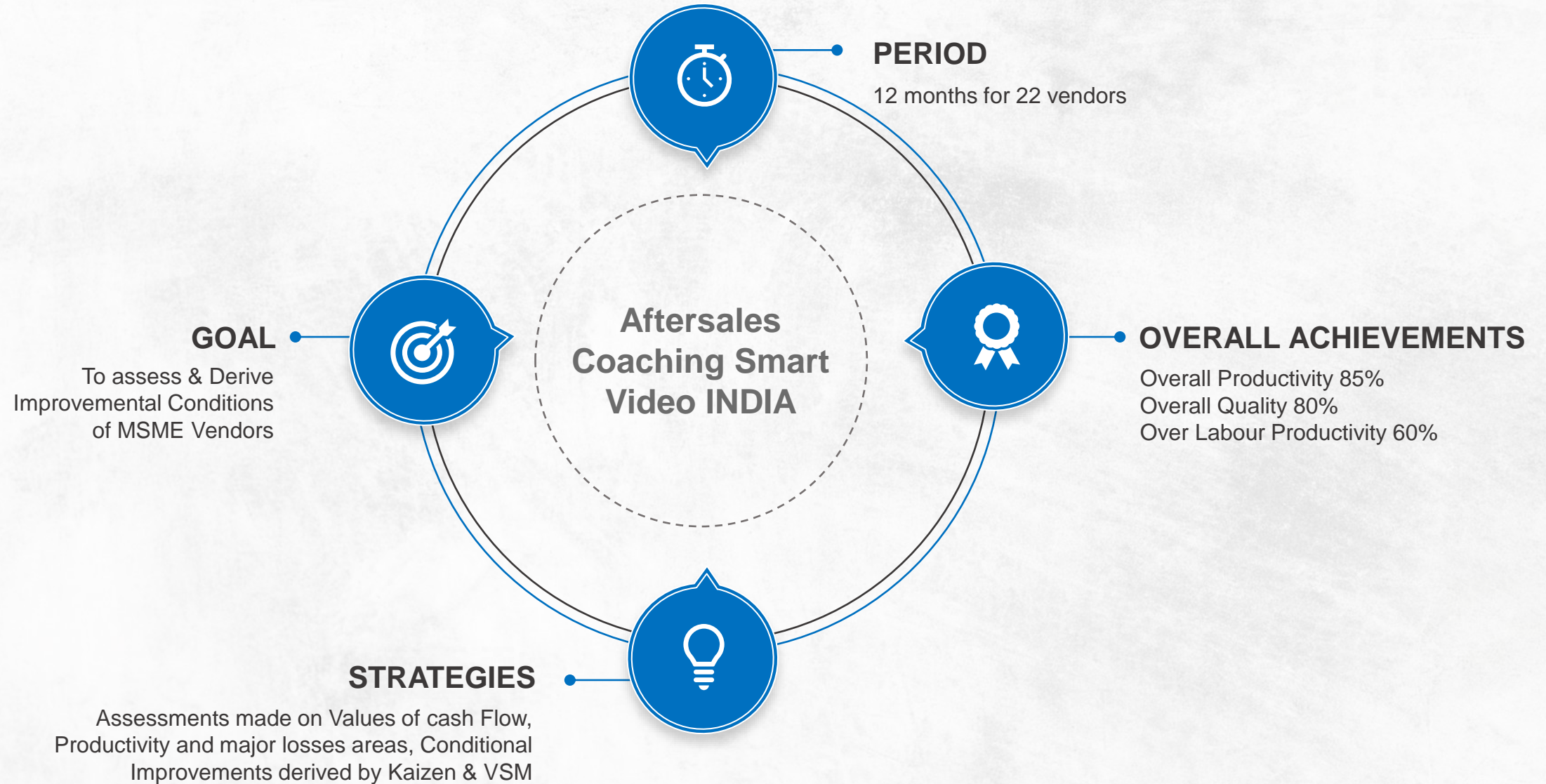
GCCE 10

7 Vendors

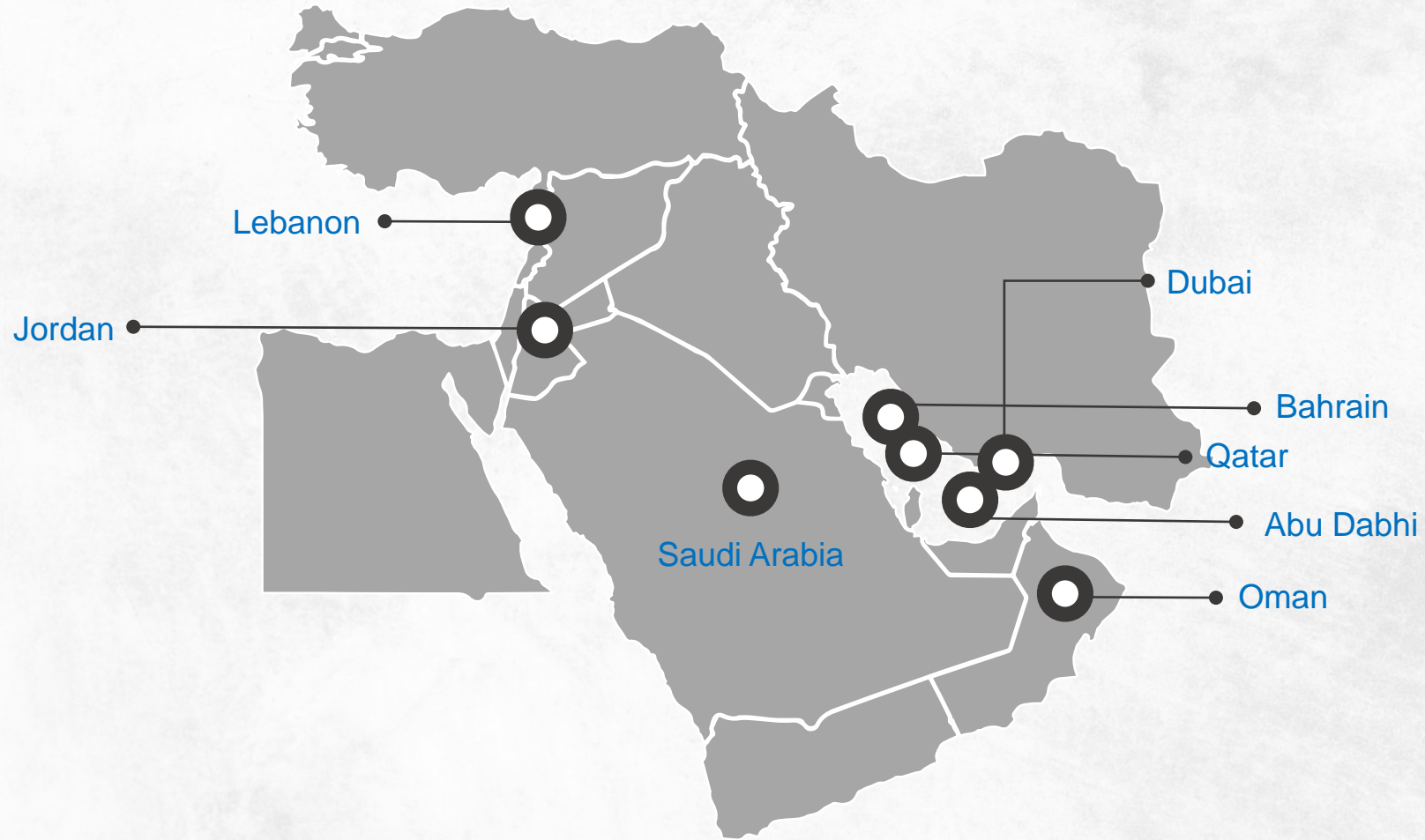
Cluster vendors from Chennai Tamil Nadu. Major Improvement on Productivity, Machine Maintenance, controlling COPQ, Quality & Single Piece Flow







Digitalized Solutions For Luxury Brands Middle East



8 cities

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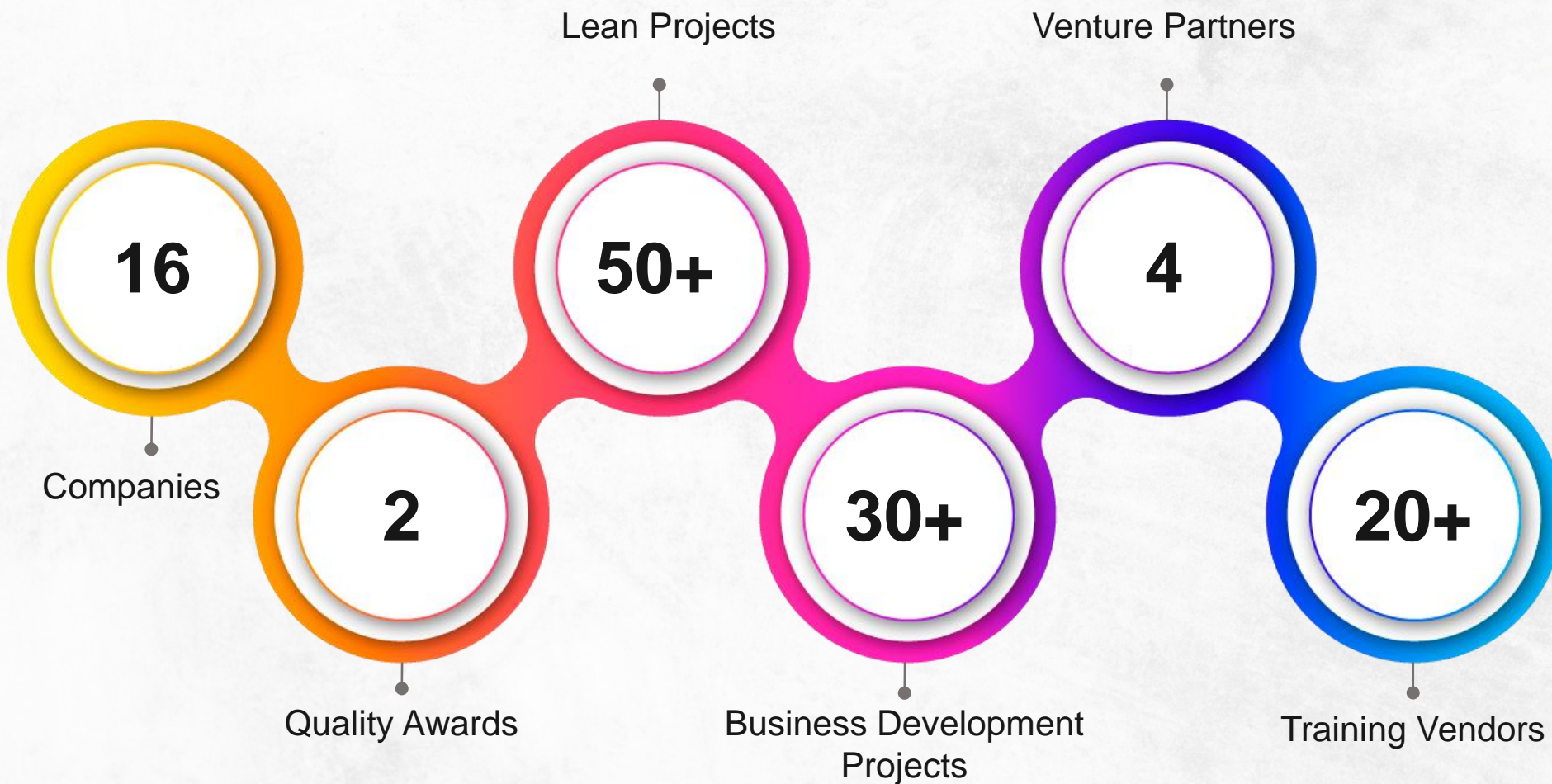
4 luxury brands

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12+ LT projects

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18 dealer subscriptions



Key Info on Our Client Value Delivery

Client 1

- Client has engaged us since 2012 for the process, profitability and performance improvement projects.
- Has been always delivering the projects on time with key best practices
 - Sales through Aftersales
 - DMS Clocking process based workshop improvement
 - Profitability improvement through focus on labour and parts through a scientific approach
 - Dealers who were performing the lowest has become the top 3 performing dealers.
- Client awarded DJ as Master Coach Award in 2016 for designing the profitability project which become a Global initiative
- Engaged in a new program called High Performance Management Aftersales which helps in improving the performance of the overall network.
- Moved from being a regional coach to National Coach for luxury brand



Aftersales playbook story (Sales through Service) adjudged service winner at Global RPM conference at Dublin (2016)



Credentials : Preferred partner in Aftersales in India and recommended for other markets for engagement as value add is seen by client on real time basis



Program
Continuity



Experienced
Team



Proven Track
Record



Dealer
Buy-in

Key Info on Our Client Value Delivery

Client 1

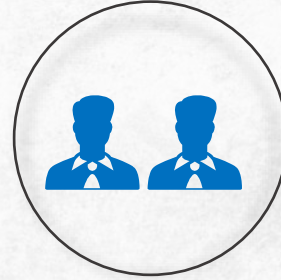
- Engaged in training on Service Quality Standards and Parts Operation standards Since 2 years
- Have covered dealer manpower training in Nepal, Bhutan, Sri Lanka, , Bangladesh, Dubai, Oman, South Africa (Johannesburg), West Africa (Ghana) and Egypt
- Training Feedback is 4.9 out of 5 for most of the training while the lowest feedback is 4.6 out of 5 for the first 3 sessions.
- Experienced trainers and auditors deployed to conduct audits in the second phase with a digital Engagement mode.





Partners in Manufacturing Consulting

Quantum Jump Consulting group (QJCG)
ICF Global



Knowledge Partners

Automobile Component Manufacturers of India

Dubai Quality Group, Dubai.

Implementation of Lean manufacturing in 32 vendors under

Make in India Lean Manufacturing competitiveness Scheme

Lean audit partner for **World Bank project** with ICF Global



Other Business Ventures

Sub Contractor for Escalator / Elevator installation for OTIS India

Retail consulting partner for **Krishna Group, Chandigarh.** (Dealers of JCB, Isuzu, Triumph, BMW, Skoda, Mini , Motorad and few more)



Membership

Society of Automotive Engineers India and USA

Cochairman Marketing for FISITA Automotive Congress 2018, Chennai 02nd October to 05th October 2018, Chennai.



RPM Program

- Engaged with the client since 2012
- Have delivered more than 40+ modules covering pan India
- Impacted and trained sales, Aftersales, CRM, Marketing both operational and top management
- Won RPM Playbook Award for India 2016
- Impacted sales and parts process for Pan-India dealers

CSI

- 4.7 points in 2014
- 4.1 points in 2013

2015 and 2016 RPM dealers

INR 1.4 mn/ month avg
incremental Contribution
III

Parts liquidated

EURO 3200k+ in four
years

New tool box

76 Best Practices for the
Indian Market



KEY MILESTONES

Covered All dealers of BMW India network in the last
7 years Awarded BMW Master coach!



Dealer profitability Improvement programme

- Impact on process in service and parts management
- Introduction of Daily work management dashboard to monitor key parameters
- Identify areas of lost revenue operations
- Market outstanding has reduced from INR 6 Mn to INR 2 Mn
- Service and Labour revenue improved from INR 80 Mn to INR 130 Mn



YES Your Eicher Service

- Trained the network on the history of Volvo Eicher
- Body language and soft skill training
- Customer orientation and improvement in sales and service process
- Increase in labour and parts revenue
- 75 dealers trained on YES Program

Impact on Brand
Awareness

70 points increase
in CSI

VAS Revenue
increased

20% incremental
revenue in parts



LSL - Leadership Ser. Learning Prog.

- Helped the client to train the workshop managers / general managers on the importance of process, performance, profitability and people development
- 171 points increased from 700 points to 871 points over a span of 2 years
- 46 train the trainers developed

CSI Improvement of 171 points

Improved customer delight

Deming award winner

20% workshop load increased



CSI Improvement initiative TTT – Train the trainer programme

Helped in setting in cluster Programme which has helped Client to be the first commercial Zeming award winner outside Japan



MARUTI SUZUKI
Way of Life!

Selected to be the partner for Service Quality standards and Parts operations for South Asia, Africa and Middle East for Suzuki dealers and distributor!

Covering over 60 countries

19 countries completed till March 2022!

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SPAREXHUB
EVERY PART HAS A CAR

 **CitNOW**

aavgo


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THANK YOU