



Add value.  
Inspire trust.

## Used car management solutions

Optimise processes and improve manageability in your used car business.

### Your challenges

Today's used car industry faces increasing competition and emerging challenges. New online marketplaces enable buyers and sellers to bypass conventional car dealerships. In addition to having more options to choose from, buyers can now access more information that affects their purchasing decisions. These factors make it difficult for dealerships to remain competitive and profitable. To continue to attract customers, used car businesses need to become more dynamic and innovative.

### What used car solutions does TÜV SÜD provide?

TÜV SÜD offers a comprehensive suite of used car solutions that optimise your used car inventory, improve operational efficiency and increase sales revenue.

### Why are these solutions important to your business?

Solution providers often overlook the needs of used car businesses. Our solutions provide an objective review

of your overall business. We identify opportunities and areas for improvement that turn your used car business into a revenue driver.

### How can we help you?

Our used car solutions help improve management of individual dealerships as well as national and regional networks, thus increasing the profitability and success of your used car business. As each business is unique, we work closely with you to understand your overall business situation before developing solutions that best meet your needs.

### Our solutions for used car dealerships

TÜV SÜD provides proven solutions at every stage of the used car dealership value chain.

#### ▪ Used car certification services

TÜV SÜD used car certification provides buyers with proof that the vehicle has undergone an independent



## Your business benefits

- **Improve profitability** – by optimising processes, strengthening transparency and increasing employee efficiency.
- **Maintain a competitive edge** – with our used car business solutions that improve management of your operations and help you achieve your business targets.
- **Enjoy an expert partnership** – by outsourcing non-core activities to a single-source provider that fully understands your organisation's needs.
- **Deliver consistent quality standards** – by establishing uniform training, processes and measurements within your dealership and throughout your network.

technical evaluation by an impartial third-party service provider. We perform a comprehensive range of tests and produce a robust report. The certificate lends credibility to your product and builds consumer confidence.

### ▪ **Used car dealership coaching**

We provide coaching to used car businesses based on a 6P strategy (process, presentation, promotion, profit, products and personnel). The scope ranges from a single day to longer projects and can include an in-depth analysis of the current situation along with development and implementation of improvement measures.

### ▪ **National Used Car Monitoring System (NUMoS)**

NUMoS is a proprietary web-based tool that provides on-demand access to data such as purchase prices, profits, days in stock and many additional key performance indicators.

### ▪ **Sales area display concepts**

We help you maximise your used car display areas by developing attractive and professional concepts that will appeal to and convert customers.

### ▪ **Used car training**

Our comprehensive training programmes are applicable to both retailers and manufacturers. We can customise a programme that includes training for sales associates, managers and appraisers. Our training helps drive sales through a proactive and practical approach.

### ▪ **Used car returns and reconditioning**

TÜV SÜD provides intelligent reconditioning of used cars, including professional cleaning, detailing, polishing, sealing and cosmetic reconditioning. We also coordinate repair services and provide administrative services, depreciation reports for returned vehicles, handling of vehicle registrations and de-registration, and procurement of license plates.

## Why choose TÜV SÜD?

TÜV SÜD has a long history in transportation and safety, with over 100 years of experience in providing solutions for safe mobility worldwide. Our pool of interdisciplinary experts leverages this experience and knowledge to provide you with complete solutions for your used car dealership. We have the expertise to ensure that your business is ready for future mobility needs.

We are known as an objective and independent third-party inspection service provider with a focus on providing value to stakeholders rather than shareholders. Our customer-focussed approach to quality and safety results in solutions that provide long-term value to your organisation. We also help you to minimise operational, occupational and safety risks to your operations.

## Add value. Inspire trust.

TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, auditing and advisory services. Through more than 24,000 employees across over 1,000 locations, it adds value to its customers, inspiring trust in a physical and digital world.

## Related services

TÜV SÜD provides the following related services:

- Car dealership solutions
- Leasing company solutions
- Fleet management solutions