



MSX Repair Quality Support Program



Enhance your repair quality and boost customer satisfaction

The MSX Repair Quality Support Program is designed to assist dealers in improving their repair quality and overall service performance, minimizing repeat repairs and supporting dealers in delivering outstanding customer experiences.

Our teams of experts identify areas of improvement through performance monitoring and analytics and pinpoint specific dealer behaviors or practices that may be impacting the customer experience. This insight allows for targeted interventions and customized support tailored to each dealer's unique needs, helping you achieve:

Up to 5 x

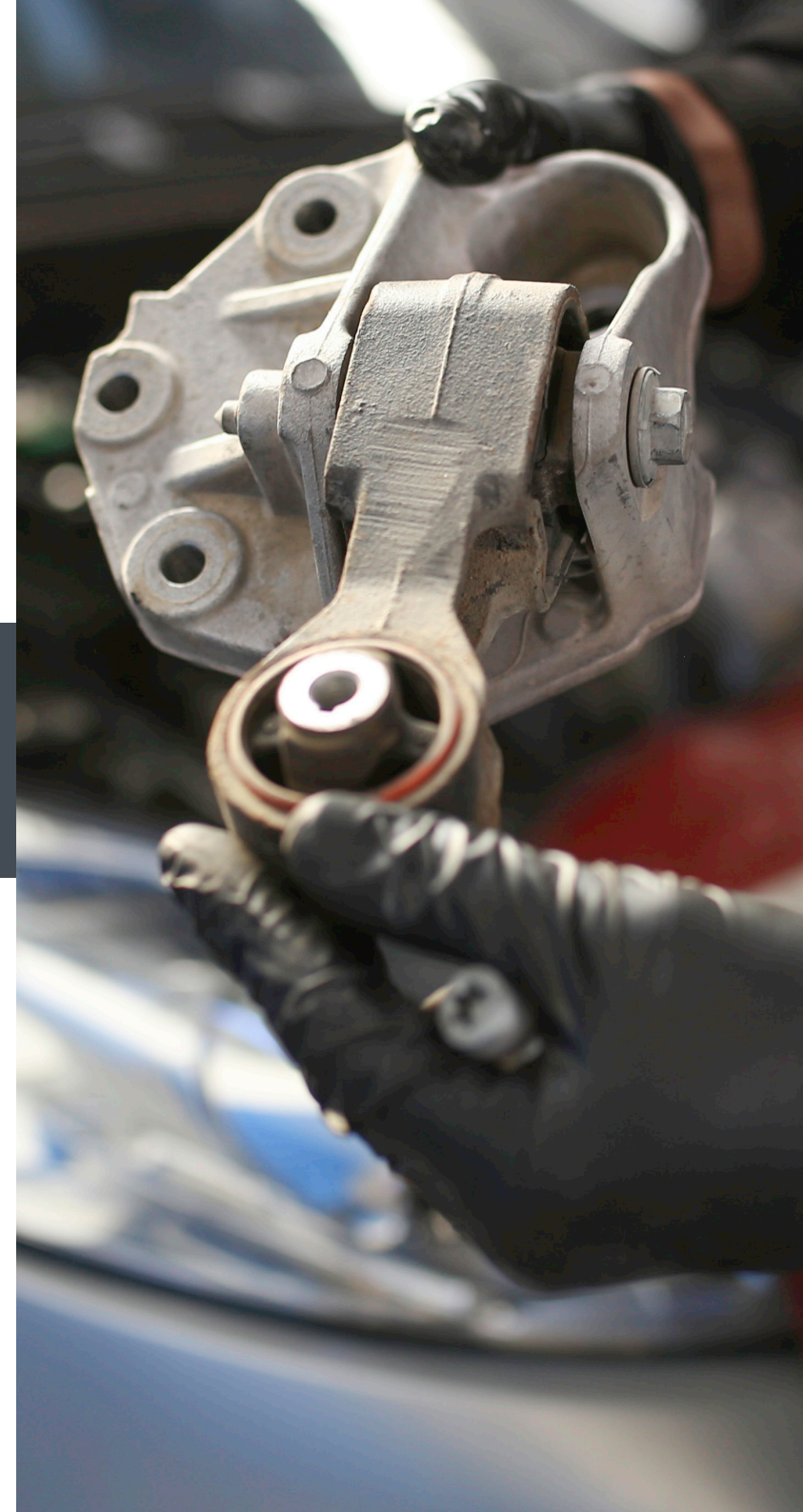
return on investment

2 to 5%

improvement on FIRFT
index

9.5/10

dealer satisfaction with the
program



Take control of your business and improve dealer performance

The program provides valuable support and resources to address any deficiencies, while enhancing customer satisfaction and brand loyalty. The interventions provided within the program can take various forms including face-to-face interactions and a combination of remote and on-site activities. These interventions aim to equip dealerships with the knowledge, tools, and strategies to enhance their repair quality, customer service, and overall operational efficiency.

Continuous improvement is a key aspect of the Repair Quality Support Program. Through ongoing tracking of action points and follow-up activities, dealerships can ensure that the recommended improvements are implemented effectively. Additionally, the program supports the collection and sharing of best practices, allowing for mutual learning and the adoption of effective strategies across the network.



MSX repair quality support program

We leverage analytics to amend dealership deficiencies with tailored improvement actions using a three-step approach:

Performance monitoring

- Leverage actionable Dealer Scorecard and monitor performance
- Identify dealer behaviors that affect customer experience
- Deep dive on dealer specifics to prep for the intervention

Continuous improvement

- Track status of each action points
- Follow-up activity supported by MSX digital solution
- Network best practices collection and sharing

Intervention

- Customized interventions based on dealer performance
- Face-to-face content
- Optimized approach between remote and on-site activity

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