



Modern Management Tool for Cars Dealers organization

i.-Q.M.A.

Institute of Leadership,
Management &
Technology Innovations

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I.L.M. & T.I. – Experts in quality
management in the automotive retail

The innovative solution for integrate
management systems in the automotive
retail



What is i-Q.M.A.?

i-Q.M.A. is a branch solution for an innovative integrated quality management system in the automotive dealer retail.

The focus of our solution builds the business processes in the Car Dealers and represent the core module of the integrate quality management system.

Car Dealers processes are mapped process oriented using an innovative software solution. **i Q.M.A.** contains a pre-configured scheme in the software developed by I.L.M. & T.I. and awarded for detailed description of the business processes of the car dealer under an holistic approach to implement all important requirements in the Car Dealers organization.

The software-based modelling of the business process provides that any standards that must be met at the dealership, such as Quality standards, environmental standards, compliance standards, privacy, Manufacturers standards, rating standards, privacy standards, etc. are directly integrated into the business processes and helps the communication and monitoring of fulfillment of any requirements and corporate standard.

Important marge relevant Car Dealers processes can be easily identified and controlled.

Compliance and control, as well as aligned with process objectives, is controlled by defined metrics that measure the process performance.

The supervision and monitoring of processes from different views and perspectives is done by a measuring integrated corporate performance system, which is directly associated with the processes.

The degree of fulfillment of Car Dealers processes can be represented through various graphical analysis

Graphical analyzes of the process rating generated by the software provide different perspectives on the business processes regarding to the fulfillment and lacks of standards such as risks, quality, compliance, environmental standards, and manufacturer requirements.

By the Corporate Performance Measuring System the management of the Cars Dealer organization will get an instrument to recognize which processes specifically need to be improved for reaching a high fulfillment of the standards and goals.

The **i-Q.M.A.** is web-based so that all the staff at the dealer organization get all important information modeled and documented in the content in the software database and visualized by an enterprise information system.

It is a paperless Quality & Management System, which helps the executive management and his employees to guarantee the effective workflows by displaying the critical phases of workflows and organizations operations structures.



What characterizes i-Q.M.A.?

i-Q.M.A. is an innovative business solution for an integrated Quality & Management System designed for Car Dealers organisation, awarded as Best of 2013 in the category of management systems.

It is a system that goes beyond the standard requirements of a DIN EN ISO 9001.

The quality management tool becomes with **i-Q.M.A.** a multi-purpose instrument in the Cars Dealers organisation and illustrate clearly the importance of the business processes management.

It is an innovative integrated approach for methodical management in the dealership.

Which are the main benefits of i-Q.M.A.?

By the integrated approach of **i-Q.M.A.** we offer a modern tool that is easy to implement and providing guidance on the problem areas in terms of structured business processes, transparency, in the performance of any standards, involvement of employees in the achievement of objectives, economical operation through efficient processes, efficient and sustainable solutions.

By **i-Q.M.A.** published in an enterprise information portal and the visual graphical representation of methodical management methods and models make the internalization of effective strategic and operations management much more efficient and easier.

i-Q.M.A. provides real measurable economic results for the management of the Car Dealer Company.

In addition, the agent receives a single integratite web-based system for corporate management, making synergies between any standard and requirements which have to be fulfilled in the organization and helps to control the processes, monitor the risks and to guarantee the implementation of manufactures requirements of Car Dealers management standards.

i-Q.M.A. provides transparency for management and employees to improve continuously the service for the customer.

i-Q.M.A. support the cars manufacturer to perform the dealer network development and and their competitiveness.



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If you need further information's or if you like to get a presentation of *i-Q.M.A.*, please don't hesitate to contact us:

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***i.-Q.M.A.* is successfully used by a great number of Car Dealer Companies:**

Mercedes-Benz

Audi

Renault

Ford

Opel

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***i.-Q.M.A.* became a corporate standard for Mercedes-Benz retailer.**

Press articles:

http://www.ilmti.com/mediapool/81/812752/data/DEUTSCHLAND/Dokumente_2011/Fachartikel/Autohaus_Zeitung_Integriertes_QM_im_Autohaus_ILMTI_122012.pdf

Awards of I.L.M. & T.I.



SYSTEMS-LEADERSHIP

Method for building integrate management systems under an holistic approach



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i.-Q.M.A.

Branch solution for integrate quality and management system in Car Dealers organisations.



EduQua

Branch solution for the evaluation of Quality standards in Education and VET