

> Bronze!

only 6

'Harder to achieve'
- Big deal

> Whole dealership
'Customer loyalty'

* ~~Sx~~ "Delivering bad news"

!> Amazing!!!
~

C x Perception 'Want'?

- * Friendly
- Family
- * Professional (conduct!)
- * Reliable
- We support locals
- * Helpful
- * Efficient (time)
- Good quality
- 100% of people
- 100% of the time
- 3
- * Culture
- * Harmony in the workplace
- Best Dealership

Values

core

KPI

Recruitment

HR

Values

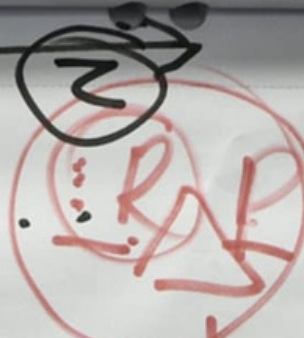
↳ Culture

EEES

↳ Leadership

Value
Perceived?

BB Gen in
What?



Professional

How

Reliable

Trained CCC
(Knowledge
Competence
Confidence)

Credible
Trustworthy
Transparent
'Come back'
Integrity

TEAM

S.D. Moral
Community
(Giving)

Positively
Accountable
(Admit mistakes)

* Approachable
Friendly
Reliable
Authentic

Unrivaled
KPI
Survey
EES
Recognition
Reward

Awards! / Solar

- Environmental

- Dealership award

+ (- Culture & people
& EES - Rural)

- Customer retention

- Service > Bronze (6)