

Everything for your quality  
and safety.

DEKRA Services for vehicle  
manufacturers and suppliers.



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Subject to changes.  
AN13-08.15



## DEKRA - a safe world

When it comes to safety on the road, at work and at home, millions of people throughout the world trust in the expertise of DEKRA. The leading expert organisation has been fulfilling its statutory safety mandate neutrally and independently for 90 years. With more than 35,000 employees in more than 50 countries across all five continents, DEKRA stands for innovative services related to safety, quality and environmental protection.

The broad and innovative range of services is consolidated in the three business units DEKRA Automotive, DEKRA Industrial and DEKRA Personnel.



### DEKRA AUTOMOTIVE

Both nationally and internationally, DEKRA is the market leader in periodic vehicle inspection and in expertise for private and commercial customers. In addition to our expert services such as used car management, homologation, type approval and consulting, we are among the leading claims service providers in Europe.



### DEKRA INDUSTRIAL

Whether construction and real estate, machine and plant safety, environmental protection, occupational health and safety, energy and processing industries, system certifications or product testing and certifications: with expertise and flexibility, we work very successfully on customer-orientated complete services.



### DEKRA PERSONNEL

A wide range of HR services completes the DEKRA service portfolio. With integrated services in the fields of qualifications, temp work as well as outplacement and new placement, we are highly successful not just in Germany but also in other European countries.



## DEKRA: Your partner for all needs.

Partnership lives on support - for this reason, we accompany our automotive partners holistically at all points in their value chain. Our high-quality and innovative services offer you the suitable solution to almost every challenge. On the following pages, see how DEKRA can support your company with holistic solutions as well. Avail yourself of the advantages of a reliable, competent and neutral partner.

RESEARCH AND DEVELOPMENT	PRODUCTION AND QUALITY ASSURANCE	SALES	AFTERSALES	BUSINESS ORGANIZATION AND STRATEGY	REAL ESTATE MANAGEMENT	HUMAN RESOURCES (HR)
<ul style="list-style-type: none"> <li>Development support and consultancy 10-12               <ul style="list-style-type: none"> <li>&gt; Active and passive vehicle safety</li> <li>&gt; Homologation tests and type approval</li> <li>&gt; Indoor and outdoor crash tests</li> <li>&gt; Accident research</li> <li>&gt; Reliability Testing</li> <li>&gt; Competitive analysis</li> </ul> </li> <li>Motorsports 14               <ul style="list-style-type: none"> <li>&gt; Test and homologation services (FIA test)</li> </ul> </li> <li>Quality assurance 16-17               <ul style="list-style-type: none"> <li>&gt; Long-term quality</li> <li>&gt; Material testing/materials laboratory</li> </ul> </li> <li>Certified environmental protection 18-20               <ul style="list-style-type: none"> <li>&gt; Environmental analytics/laboratory services</li> </ul> </li> <li>Temp work 21               <ul style="list-style-type: none"> <li>&gt; Engineers and technicians</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Operational safety 7-9               <ul style="list-style-type: none"> <li>&gt; Occupational health and safety</li> <li>&gt; Lift testing</li> <li>&gt; Explosion protection</li> <li>&gt; Testing of pressure equipment, pressure vessels + compressors</li> <li>&gt; Testing according to the Occupational Safety Regulations</li> </ul> </li> <li>Qualifications 15-16               <ul style="list-style-type: none"> <li>&gt; Development of quality management systems</li> <li>&gt; Warehouse logistics</li> </ul> </li> <li>Quality assurance 16-17               <ul style="list-style-type: none"> <li>&gt; Assessment of vehicle inspection data</li> <li>&gt; Material testing/materials laboratory</li> <li>&gt; Service portal</li> <li>&gt; Conformity of production (CoP test)</li> </ul> </li> <li>Certified environmental protection 18-20               <ul style="list-style-type: none"> <li>&gt; Consultancy on approval processes</li> <li>&gt; Consultancy on REACH</li> <li>&gt; Emissions trading/CO2balance sheet</li> <li>&gt; Immission/emission measurements</li> <li>&gt; Noise measurements and forecast</li> <li>&gt; WEL measurements</li> <li>&gt; Testing of environment-related facilities</li> <li>&gt; Environmental analytics/laboratory services</li> <li>&gt; Environmental management</li> <li>&gt; Environmental protection advice and appointment of environmental managers</li> <li>&gt; VOC balance sheet</li> </ul> </li> <li>Temp work 20               <ul style="list-style-type: none"> <li>&gt; Specialist staff and temporary workers</li> </ul> </li> <li>Certification 21               <ul style="list-style-type: none"> <li>&gt; Quality management certifications ISO/TS 16949</li> <li>&gt; Environmental management certifications ISO 14000</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consultancy 6-7               <ul style="list-style-type: none"> <li>&gt; Audit of brands and manufacturer standards</li> <li>&gt; Real estate quality</li> <li>&gt; Retailer network strategies and development</li> <li>&gt; Sales and aftersales process consultancy</li> </ul> </li> <li>Operational safety 7-9               <ul style="list-style-type: none"> <li>&gt; Lift testing</li> <li>&gt; Testing of safety facilities in sales areas in accordance with state building regulations</li> <li>&gt; Testing according to the Occupational Safety Regulations</li> </ul> </li> <li>Used car management 13               <ul style="list-style-type: none"> <li>&gt; Vehicle management software</li> <li>&gt; Fair return: fast-moving items, not slow sellers</li> </ul> </li> <li>Customer satisfaction 14               <ul style="list-style-type: none"> <li>&gt; Customer relationship management</li> <li>&gt; Customer satisfaction survey and measurement</li> <li>&gt; Seller tests</li> </ul> </li> <li>Qualifications 15-16               <ul style="list-style-type: none"> <li>&gt; Seller training</li> </ul> </li> <li>Certification 21               <ul style="list-style-type: none"> <li>&gt; Service and customer satisfaction certifications</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consultancy 6-7               <ul style="list-style-type: none"> <li>&gt; Sales and aftersales process consultancy</li> </ul> </li> <li>Operational safety 7-9               <ul style="list-style-type: none"> <li>&gt; Testing of pressure equipment, pressure vessels and compressors</li> <li>&gt; Testing according to the Occupational Safety Regulations (UVV)</li> </ul> </li> <li>Vehicle testing 13               <ul style="list-style-type: none"> <li>&gt; Vehicle inspection and alteration approvals</li> </ul> </li> <li>Customer satisfaction 14               <ul style="list-style-type: none"> <li>&gt; Customer satisfaction survey and measurement</li> <li>&gt; Workshop tests</li> </ul> </li> <li>Certification 15-16               <ul style="list-style-type: none"> <li>&gt; Installation of IT tools</li> <li>&gt; Vehicle technology</li> <li>&gt; Service for fleets</li> <li>&gt; Service management</li> </ul> </li> <li>Quality assurance 16-17               <ul style="list-style-type: none"> <li>&gt; DEKRA Service portal</li> <li>&gt; Mobile testing equipment monitoring on site</li> </ul> </li> <li>Claims services 18               <ul style="list-style-type: none"> <li>&gt; Damage assessment</li> </ul> </li> <li>Temp work 20               <ul style="list-style-type: none"> <li>&gt; Specialist staff for the commercial and technical fields</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consultancy 6-7               <ul style="list-style-type: none"> <li>&gt; Management consultancy</li> </ul> </li> <li>Fleet management 13               <ul style="list-style-type: none"> <li>&gt; Fleet management</li> <li>&gt; Installation of and training in IT tools</li> </ul> </li> <li>Logistics 14               <ul style="list-style-type: none"> <li>&gt; Tank and container testing</li> </ul> </li> <li>Verified environmental protection 18-20               <ul style="list-style-type: none"> <li>&gt; Resource management and energy efficiency</li> <li>&gt; Environmental management</li> </ul> </li> <li>Business Assurance 21               <ul style="list-style-type: none"> <li>&gt; Certification of management systems (e.g. ISO/TS 16949, ISO 14001)</li> <li>&gt; Audits and assessments along the supply chain</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Consultancy 6-7               <ul style="list-style-type: none"> <li>&gt; Real estate quality</li> <li>&gt; Technical and environmental due diligence</li> </ul> </li> <li>Operational safety 7-9               <ul style="list-style-type: none"> <li>&gt; Lift testing</li> <li>&gt; Testing of safety facilities in sales areas in accordance with state building regulations</li> <li>&gt; Fire risk safety</li> <li>&gt; Recurring tests according to VdS on electrical systems, smoke extraction systems and sprinkler systems</li> </ul> </li> <li>Expertise 13               <ul style="list-style-type: none"> <li>&gt; Resource management and energy efficiency</li> <li>&gt; Testing according to state building regulations</li> </ul> </li> <li>Verified environmental protection 18-20               <ul style="list-style-type: none"> <li>&gt; Resource management and energy efficiency</li> <li>&gt; Contaminated sites and harmful substances in buildings</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Operational safety 7-9               <ul style="list-style-type: none"> <li>&gt; Occupational health care</li> </ul> </li> <li>Education management 9               <ul style="list-style-type: none"> <li>&gt; Education management</li> </ul> </li> <li>HR management 14-15               <ul style="list-style-type: none"> <li>&gt; HR Consulting</li> <li>&gt; HR development</li> <li>&gt; Outplacement</li> </ul> </li> </ul>



## Advice

### Auditing of brands and manufacturer standards: setting standards together

The auditing of brand and manufacturer standards is an opportunity for manufacturers and importers to define qualitative criteria for the sales and service network or the conclusion of a new sales or service contract within the framework of a selective sales system. DEKRA advises you in the development of selection criteria and also audits the implementation of the standards in the companies Europe-wide.

### Real estate quality

DEKRA inspects real estate quality when construction measures and renovations are carried out as well as when used properties are purchased. By means of the independent inspection in key construction phases and at critical parts of the building, defects can be recognised and removed at an early stage. You decide how comprehensive the inspection is to be. We document the quality of the building with a DEKRA seal!



### Retailer network strategies and retailer network development

DEKRA experts support you in aligning the existing sales channels in a customer-oriented and target group-specific manner. Taking relevant quantitative and qualitative factors into account, DEKRA offers assistance, e.g. in the development of international used car strategies:

- > Selection of distribution channels
- > Establishment of a service/product portfolio
- > Structuring of the business processes for the sales and service network
- > Standard development and monitoring the implementation of sales standards on site



### Management consultancy: Plan your realignment with an experienced expert

DEKRA supports automotive manufacturers and suppliers in improving profitability, customer satisfaction, processes and quality in their sales and service networks. Our services cover the following consultancy fields:

- > Strategy development
- > Systematic market cultivation
- > Value-orientated corporate management
- > Optimisation of the financing structure
- > Corporate planning and controlling
- > Renovation and restructuring
- > Remuneration and incentive systems

### Technical and environmental due diligence

Whether you are planning a corporate merger, have a property in your portfolio or are planning the purchase or sale of real estate – transparency and secure information are your basis for making a well-founded decision. Our due diligence delivers concrete information on all components, scrutinises the risks and sounds out your potential. Benefit from DEKRA's knowledge regarding:

- > determination of the state of the building
- > assessment of structural defects and maintenance backlog
- > examining the approval situation
- > identification of contaminated site risks
- > evaluation of hazards due to harmful substances in buildings

Even with regard to special issues, our experts provide decision-making bases, thus giving you the corresponding argumentation aids.

### Sales and aftersales process consultancy: Step by step to more satisfied customers

By means of a weakness analysis conducted together with you, transparency is created and the corresponding optimisation potential is highlighted. Service coaching, workshops as well as process and project management are offered in accompaniment of projects.

### Operational safety

Where people work with machines, systems or materials, safety is the highest priority – a DEKRA domain. Our experts advise, inspect and test so that you are safe from cost-intensive damage and consequences. And should damage ever occur, our experts will clarify the causes for you.

So no matter how many production sites you run nationwide, we are your contact for tests prior to commissioning, recurring tests, any extra tests ordered and expert statements. In addition, we provide you with competent assistance in all matters related to the implementation of the Occupational Safety Regulations (BetrSichV), we give you advice on a partnership basis, we coordinate necessary measures and, if required, we train your staff within the framework of our multifaceted range of seminars, for example as a technical expert.

## DEKRA SERVICES



### AUTOMOTIVE SERVICES

- Vehicle Inspection
- Expertise
- Automotive Solutions
- Homologation & Type Approval
- Claims Services



### INDUSTRIAL SERVICES

- Industrial & Construction Inspection
- Material Testing & Inspection
- Product Testing & Certification
- Business assurance
- Insight (Consulting)



### PERSONNEL SERVICES

- Training & Education
- Temporary Work



### Your occupational health and safety in good hands

The Occupational Health and Safety Law requires from many companies that safety and industrial medical matters be taken care of. From a commercial perspective, it is often not recommended for companies to have this task fulfilled by their own staff. DEKRA's safety specialists and occupational health partners offer you a support service for this that is based on many years of experience.

**Occupational health care: only a healthy and motivated employee performs to full capacity**

The health and wellbeing of your staff are key to your company's success. Our occupational health doctors, occupational health and safety specialists and safety engineers ascertain hazards, deficiencies and potential for improvement. In collaboration with you, they systematically develop practical solutions, thus creating legal security for your company. Thanks to our DEKRA locations spread across the country, we can offer you regional and flexible support. You receive the following services from DEKRA:

- > Medical assessment and ergonomic design of workstations
- > Information and training on as well as motivation for accident protection and behaviour in conformity with health and safety standards at the workplace
- > Medical check-ups
- > Advice on reintegration and rehabilitation
- > Measures aimed at promoting occupational health (e.g. vaccinations)
- > Medical assessment to obtain driving licence

### Lift testing

As an approved monitoring body, our competent experts test all types of lift systems, for example:

- > Passenger and goods lifts
- > Lift systems for goods transportation without passenger transport
- > Facade lifts
- > Disabled lifts
- > Access systems
- > and much more



### Explosion protection

Do you operate facilities in which the formation of dangerous, explosive atmospheres is possible due to the substances used? Or do you require professional support to detect and assess corresponding hazards? Our specialists help you to take the suitable measures in all matters related to preventive and constructive explosion protection, regardless of the hazard due to gases, steams, fog or combustible dusts. For explosion hazards due to combustible dusts, the most modern laboratory technology is available to us for analysing the key physical and chemical figures.

Our approved explosion protection monitoring body operates in all federal states and can undertake the testing of the systems subject to inspection with explosible regions required in accordance with the Occupational Safety Regulations for your company.

### Testing of safety facilities in sales areas in accordance with state building regulations

State building regulations specify that the building and test requirements for special structures apply to sales areas larger than 2,000 m<sup>2</sup> in size or holding more than 200 people. Beginning with the fire protection concept, our experts advise you on a construction-accompanying basis on fulfilment of the legal provisions and conduct the necessary final and repeat audits on the following systems:

- > Air-conditioning systems as well as smoke and heat extraction systems
- > Fire extinguishers
- > Fire alarm systems
- > Lightning protection
- > Safety lighting and spare electricity supply

### Testing according to the Occupational Safety Regulations

Companies are obligated to inspect their work equipment at regular intervals – as stipulated by the Occupational Safety Regulations and the accident prevention regulations of the professional associations. Here, DEKRA is your expert. We know all the requirements and conduct all the inspections, from simple lift trucks to large car washes.

### Safety in the face of fire risks and support in inspections required according to building regulations

Especially when goods are stored for commercial purposes and fire risks exist, property insurers demand proof of the testing of electrotechnical and facility management systems. The DEKRA experts are specially authorised for this.

In the event of damage or technical problems, our expert reports clarify the causes. We also support you in the demanding testing according to state building regulations. We accompany your construction project, providing you with advice, so that everything goes smoothly in the acceptance by the authority.



### Testing of pressure equipment, pressure vessels and compressors

We are there for you here as well. Be it steam-boiler installations, compressors or work involving the use of compressed air, we are surrounded by compressed air equipment, which requires third-party protection. Therefore, among other things we can arrange: testing prior to commissioning, recurring tests and any extra tests ordered as well as expert statements.

### Recurring tests according to VdS on electrical systems, smoke extraction systems and sprinkler systems

The proper condition of stationary and mobile electrical operating equipment may be vital, for which reason regular inspection is stipulated. These inspections and their qualified implementation are growing in importance, especially due to the introduction of the Occupational Safety Regulations. When it comes to smooth inspection without disruption to ongoing operations as far as possible, DEKRA is the right contact. If desired, we can catalogue your equipment electronically; we thus relieve you of the management of your inspections by means of our database:

- > Electrical testing according to the Property Insurers Association (VdS) on stationary systems; also, on request, with the inspection of switch cabinets of the production facilities by means of thermography, in order to prevent uncontrolled failure due to overheating or fire
- > Testing on mobile equipment according to regulations of the professional associations (Accident Prevention Regulations A3)

### Education management

#### Education management: Corporate success begins with the employee

Because companies, like workers, constantly have to face new challenges due to globalisation and technical advancement, DEKRA focuses on innovative education management, developing practical and needs-orientated solutions in collaboration with its customers. The training is orientated towards the current requirements of the economy and focuses on measurable quality instead of rigid qualifications.

The work of the training professionals ranges from individual projects to the complete management of HR development for companies. In the process, DEKRA makes use of the most modern education concepts as well as the expertise and networks of the DEKRA Group as a whole.





## Development support and consultancy

DEKRA is a modern research service provider and development partner for the international car industry and supplier industry. Technical expertise, state of the art technology and test benches combined with the many years of experience are the guarantee of a productive and successful partnership in this field.

- > Homologation of vehicles and vehicle components
- > Indoor and outdoor crash tests with complete vehicles
- > Test options for active vehicle safety, test sleds and test benches for vehicle components
- > Basic research, development support and applied accident research

With this complete range of services, DEKRA can offer international vehicle manufacturers and system suppliers comprehensive services from one source.

### Active and passive vehicle safety

We feel particularly committed when it comes to safety, and have done for over 90 years. We apply the brakes to speed up progress in vehicle safety. Safety requirements are increasing alongside the increase in the volume of traffic. For this reason, braking and driver assistant systems are constantly being improved and tested by us.

Our experts analyse all the import data for test drives using state of the art mobile measuring and analysis systems and check

compliance with prescribed limits. Authorities rely on this, including abroad, and show this through appointments and accreditations in various countries.

DEKRA actively strives to improve passive safety. You have everything available that is



technically feasible at the moment with state of the art impact sleds and acceleration sleds. Our testing services for passive safety and child safety cover all the statutory requirements for national and international approval procedures. Testing of restraint systems, airbag modules and child restraint systems are just a few examples of our varied measuring and testing services. Naturally our specialists also support you with their expertise so that you can act in a totally responsible and at the same time economical manner.

### Battery testing

In our laboratories, we test and/or certify your batteries according to IEC, EN and UN standards. Our experts also offer manufacturers technical support in the first-time introduction of lithium batteries into their products. We offer you a wide-ranging portfolio of services, from battery charging devices to battery management systems (BMS) to end products with battery technology.

### Fire testing

When it gets hot, it is important to keep a cool head. And to use the correct materials. To counteract the outbreak and the rapid spread of a fire as well as to give the occupants sufficient time to move to safety if the worst comes to the worst, the fire and melting behaviour of materials built into the vehicle interior must be inspected. We conduct tests for you according to RREG 95/28/EG, ASTM and UL 94.

## E-mobility – into the future full of energy

E-mobility is gradually picking up speed. DEKRA offers you a wide range of tests and certification services so that you can make it to the top with this technology of the future. You thus always have an eye on the current standards, which allow you to launch your products safely and reliably onto the market.

### Infrastructure tests

Secure electromobility requires a well developed network with special charging stations. And for the safety of all involved, it is necessary that the entire charging infrastructure – from the simple charging cable to the complex charging column – be tested. DEKRA not only carries out product testing and certifications, but even supports you in the development of new products.

### Electrical safety

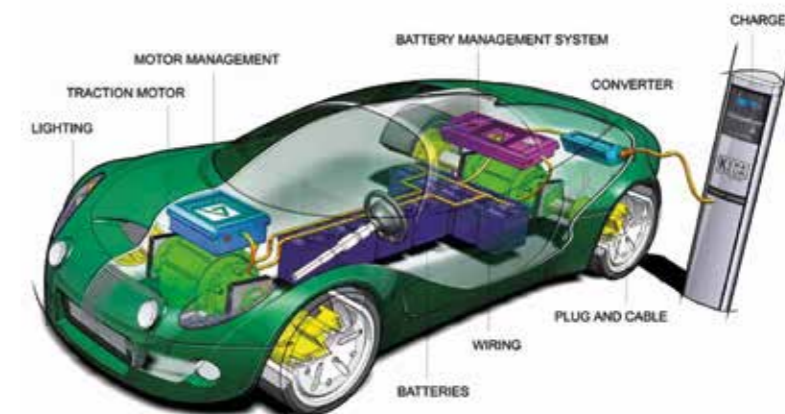
The high-voltage systems used in e-mobility work with high electric voltages that can endanger people's lives. Therefore, special protective measures are to be taken in the design and development of electric vehicles. DEKRA is among the pioneers of electromobility – we have many years of experience in the area of type approval of components and systems of electric and hybrid vehicles.

### Functional safety

Functional safety must be considered right from the start with planning, development, production and maintenance. Regardless of your industry, DEKRA supports you when implementing the requirements. On request, we can even conduct product certifications with special tests in compliance with the relevant standards (DIN EN IEC 61508, DIN EN 13849, ISO 26262, etc.).

### Complete vehicle tests

For several years, DEKRA has tested not just vehicles with the conventional engine, but also electric and hybrid vehicles. In crash tests we study, for example, how an impact affects the voltage-charged performance and battery system – for the safety of the occupants and the emergency services.



## Electromagnetic compatibility (EMC)

Our experts test the electromagnetic compatibility of e-mobility systems and components. In the process, we test conformity with international standards and regulations. We perform the type approval for ECE approval on interference emission and immunity – including according to company standards and customer-specific wishes.





### Reliability Testing

DEKRA is performing design verification (DVP) tests as well as product validation (PVP) tests for the automotive industries especially for the electrical and electronics components. Years of experience of providing services to the OEMs and suppliers will help our customers to cut costs and meet timings in the development of products by supporting and offering them one of the most advanced testing laboratories in the market which provides services from EMC, Electrical, Noise and Vibration, HALT & HASS, Climatic, Material testing and much more. Where we perform the testing according to the OEM specification like VW8000 / VW81000 / GS / GMW / CS.. and ISO16750.

In addition DEKRA has started a complete new service - Cyber Security. Car connectivity is a fast growing market and the risks of cyber security can not be ignored. DEKRA offers complete testing solutions in the Internet of Things. DEKRA offers tests in the field of Cyber Security in China, Europe and USA.

**Homologation testing and type approvals, quality assurance and development support: everything for optimal support**

In 2003, DEKRA set up the innovative DEKRA Automobile Test Center especially for this field. A special feature of this inspection and test centre is the connection of test laboratories with a large number of testing and measuring tracks. Test oval, high-speed course, slalom track or off-road course and handling course: optimal foundations for a

large range of test and development services. We thus offer you comprehensive support in the development and launch of new vehicles, systems and components. In addition to vehicles with the conventional engine, DEKRA also offers the entire service range in the fields of hybrid mobility and electromobility.

### Indoor and outdoor crash tests: strictly monitored loss of control

The highly modern DEKRA indoor crash test facility is characterised by precision, flexibility and efficiency. Together with our outdoor crash test facility, we offer you ideal conditions for tests at the highest level. We perform crash tests with cars, vans, trucks, buses, two-wheelers and pedestrians. Of course, we also offer you comprehensive documentation and a precise analysis of the results of the tests performed.

### Photometry and headlamps

DEKRA has a completely equipped photometry laboratory with highly specialised staff. Our work focuses on headlamps, fog lights, rear lights, reflectors and the vehicle's interior lighting. One of our strengths is our precise knowledge of the market and its whole breadth of requirements. We issue



UN and ECE test reports and certificates for Europe and beyond. On the basis of our test results, our partners at Cacoast-ITL in California issue the corresponding reports for the American market. And for the markets in China, India, Brazil and Taiwan, we provide you with all the necessary documents in accordance with the country-specific requirements.

### Accident research: sought-after expertise in Europe

Knowledge of fundamental importance for road safety work is acquired from the analysis of the real accident. Extensive databases form the basis for the optimisation of active and passive vehicle safety, improved infrastructure concepts and innovative training programmes. Particularly with the combination of the results from accident research and crash tests, DEKRA offers you special added value. We thus give you the opportunity to compare the results of exemplary tests with the reality on the roads.

### Competitive analysis: perfect, first-hand performance controls

Competitive analysis and benchmarking allow us to acquire information. To discover latent performance gaps, an examination needs to be conducted. The technical resources, profound expertise and expansive test site required for this are offered to you perfectly by our DEKRA Automobile Test Center. Benefit from our comprehensive measuring and testing services:

- > Property analysis such as of braking behaviour and noise emission in vehicles (focus)
- > Dynamic and static comparison tests of vehicles parts
- > Analysis of measures aimed at CO2 reduction on the exhaust test stands
- > Creation of project plans for the implementation of benchmarking
- > Purposeful object and comparative product selection
- > Test sampling and establishment of target values
- > Data acquisition, analysis and documentation

Moreover, DEKRA offers you the determination of life cycle costs and an analysis of vehicle use, for example the mileage range distribution of vehicles. More information at: [www.dekra-supplier-services.com](http://www.dekra-supplier-services.com)

## Vehicle inspection

### Vehicle inspection and alteration approval: safety that pays off not just for your customers

Benefit from our expertise and flexibility, not to mention our unbureaucratic service, when it comes to the vehicle inspection and the approval of technical alterations. With DEKRA, rely on a partner who is always close by, so that you can satisfy your customers' needs swiftly and in the best possible way. We are represented across the country with more than 500 locations.

## Fleet management

There is huge potential in this segment. Here, profound expertise is essential. Benefit from our modular system and learn to understand and implement your customers' requirements. DEKRA-certified fleet management advisers are at eye level. Achieve optimal customer retention through optimal service.

### Installation of and training in IT tools

The development of efficient IT systems for sales and service processes in the automotive trade is increasingly becoming a crucial success factor. The acceptance of a new product on the market depends significantly on how good the training in it has been. Here, benefit from our tried-and-tested concepts and our comprehensive range of services.



## Used car management

### DEKRA vehicle management software: everything in view with a click of the mouse

Equip your sales outlets with this efficient tool for used car management. Together with practitioners from the used car trade, DEKRA has applied its decades of automotive expertise to develop the electronic used car management system. With this browser-supported program, we provide you with a tool for the transparent and controlled management of your used car business. The DEKRA vehicle management software helps to keep a grip on costs, establishes the process flow and organises the responsibilities. In addition, the entire history of a used car business is recorded – what was done by whom, when and on what vehicle – from any screen. The DEKRA vehicle management software thus enables better planning and optimised coordination between all involved in the used car business.

### Fair Return: Fast-moving items, not slow sellers

Be it off-lease, staff vehicles or purchased used cars – we support you throughout the entire used car process. Increase your efficiency with DEKRA Fair Return. We develop tailored solutions for you, from vehicle valuation to expert reports to process optimisation. When it comes down to it, this means more profit for you.

## Damage assessment

### Real estate valuation

Professional management of real estate requires a great deal from those making the decisions. Benefit from the expertise of the DEKRA experts in the fields of consulting and real estate valuation for buildings and plants. We supply you the figures on the real estate and thus the base values for your decisions. Whether purchasing, selling or refinancing – the DEKRA real estate valuation creates values and provides important foundations for maintenance management and a neutral standpoint in the consideration of the real estate.



### Testing according to state building regulations

DEKRA carries out testing according to state building regulations in the following fields: Electrical engineering, fire alarm systems, alarm systems, safety lighting, reserve power supply and technical building services, ventilation and air-conditioning, smoke extraction, CO2 warning systems and sprinklers.

## Customer satisfaction

### Customer relationship management: vitamin B for your company

Systematic customer retention is a crucial success factor for sustaining one's own market position in the long term. For this, DEKRA offers tailored consultancy for customer management programmes in the sale of new and used cars as well as in the aftersales business. This ranges from timely support – for example behavioural coaching for sales and service advisers – to the implementation of performance indicators for customer retention, e.g. repurchase rates or service. Embedded in systematic customer value management, a real competitive advantage is achieved here.

### Customer satisfaction survey and measurement: increase included

To increase customer satisfaction on a sustained basis, an analysis of the success factors and weak points is required. DEKRA surveys your customers regarding their satisfaction and assesses how the individual process steps impact on the satisfaction of the customers (customer satisfaction index – CSI).

### Seller tests: is your customer really king?

Every customer contact offers the chance of acquiring new customers and strengthening ties with existing customers. That is why it is important to have competent, customer focused staff when it comes to advice and vehicle sales. DEKRA supports your partners in ensuring the high quality of advice that your sales team gives. An actual sales situation



is simulated using authentic test customers, to check the staff's conduct during the sales process. Strengths and improvement potential are then analysed in a joint meeting.

### Workshop tests: your tool for success

Aftersales in particular are of crucial importance for the satisfaction of the workshop customers of your service network and their long-term loyalty to your partners. Therefore, it is recommended to review the processes as well as the behaviour of the staff towards customers at your service points on a regular basis. Here, DEKRA supports you as the European market leader in workshop tests. We are at your side from start to finish, from analysis to advice and training. The result is a totally expert and objective assessment of strengths and weaknesses – based on this, we develop measures for improvement together with you.

## Logistics

### Tank and container testing

Petrol stations, storage spaces for inks and lubricants, filling or transferring spaces (waste oil), but also transshipment places such as ramps or picking areas – they are all subject to test regulations the compliance with which is controlled or monitored by DEKRA. In addition, the DEKRA experts inspect the containers for hazardous materials. And in the event of immobilisation or damage, we issue the necessary expert reports – including to establish the cause or for value determination.

## Motorsports

### Test and homologation services (FIA test): Expertise from the track for the road

The various accreditations from the FIA predestine the DEKRA Technology Center not just for racing testing. Experience and commitment in racing sport offers you the best conditions to benefit from racing sport expertise in series production as well.

### Not just on the sidelines but in the thick of the action: DEKRA provides permanent technical inspectors for deployment in the DTM.

Our experts are also regularly involved in national and international expert panels for the development of safety standards in racing sport. In other words: our reputation and expertise in motorsports enjoys a top position Europe-wide.

## HR management

### HR consulting: holistic, structured HR management

Processes of development and change at companies have a variety of causes. However, they always demand prompt, flexible and, at the same time, strategically oriented actions.

Therefore, a holistic approach to consultancy is in demand more than ever before. With tailored solutions, DEKRA accompanies you in your operational optimisation processes, from the actual-state analysis to

the development of individual perspectives and options for action, as far as the implementation of your decisions including any possible state subsidies for professional target achievement of a more efficiently working organisation with modern HR.

With DEKRA, you develop your company into a flexible, successful unit in the long term, thus increasing your business value significantly. Of course, with our HR expertise we are also committed to safety, neutrality and validity in HR matters!

### Extracts from our range of services:

#### HR strategy

- > Management audit
- > HR due diligence
- > Cultural due diligence

#### Organisation and processes

- > Change management
- > Organisational development
- > Audits

#### HR development

- > Potential / competence analysis
- > Development center
- > Coaching
- > Personnel selection training
- > Demand analysis
- > Assessment
- > Process support

#### Outplacement

- > Dismissal management
- > Transfer agency / company
- > Career consultancy
- > Individual outplacement
- > Executive outplacement



## Qualifications

### DEKRA training services

We offer our customers a current and flexible range of training services at more than 100 permanent locations as well as 50 project-based locations. There is potential in your company too. With our modular learning outsourcing services, we support you at demand peaks and in projects, with, for example, targeted provision of information and training of staff, business partners and customers. We are helped here by state of the art learning technology – including right at the workplace.

### Extracts from our range of training services:

#### Occupational health and safety

In the area of training required by professional associations, we offer you a comprehensive seminar portfolio. The online portal DEKRA Safety Web makes the training location-independent, flexibly plannable and legally secure ([www.dekra-safety-web.eu](http://www.dekra-safety-web.eu)).

#### Fire protection

All commercially active companies, regardless of their size, are obligated to train fire safety personnel. With our range of training services for future fire safety personnel, you protect your company in the long term and ensure legal security. Development of quality management systems.

We provide your employees with the necessary knowledge as quality management officers and auditors.

#### Vehicle technology

We ensure that your specialists are up-to-date – with pyrotechnical systems, car bodies, comfort components and cost and quality-optimised repair processes within the framework of guarantee obligations or recalls.

#### Warehouse logistics

Dealing with modern material-handling technology and working with information technology in the warehouse demands well trained specialists. Here, the focus is on economic efficiency and cost optimisation. We have the suitable range of training services.

#### Service for fleets

With our training to become a fleet service adviser, your staff learn to adapt the processes in the service division and thus to exploit fully the potential of fleets.

#### Service management

Professional support of customers with regard to parts and accessories as well as all maintenance and repair work is the foundation of long-term customer retention.





**Environmental protection**

Each company has to fulfil legal requirements in the field of environmental protection. With our range of consultancy services and seminars, we can help you to implement these requirements in a legally secure manner.

**Seller training**

From the basics to product launch – we bring your sales on course for success.

**Quality assurance**

**Assessment of vehicle inspection data**

The assessment of the data from over 10.5 million vehicles inspections per year in Germany alone and approximately 26 million worldwide provides detailed information on the breakdown and wear behaviour as well as mileages of individual vehicles. There are various main units with diverse characteristics available for inspections, for example mileages depending on type, motorisation and age. On the basis of this data, a very detailed picture can be painted of latent vehicle defects of a brand and cross-brand benchmarking can be performed per model series.



**Long-term quality**

In order to ensure the long-term planning security of your company, you need data that refers to the long term. To allow you to observe the long-term quality of your products precisely, our DEKRA experts always offer you the exact statistics you need at that moment. Whether it be defect frequency per vehicle, defects frequency per component or benchmark between structurally identical parts in different vehicles, the comprehensive pool of assessed vehicle inspection data offers a clear result for nearly all inspection criteria. In addition, planned measures and available analyses are reviewed and evaluated by means of field studies and expert surveys.

**Material testing: materials engineering, chemical analysis and damage prevention from one source**

The DEKRA laboratories for chemical analysis, materials engineering and damage analysis are accredited according to DIN EN ISO/IEC 17025 and provide you with the entire range of technical material studies. In close cooperation with our customers, we develop process and material optimisations for the prevention of production stoppages and the protection of product quality. Our experience in testing materials made from metal and plastics as well as working materials have made us the top service provider for car manufacturers, suppliers and insurers. We also support you with issues of damage prevention.

Our accredited laboratories in Saarbrücken, Stuttgart and Halle are there to support you



in matters related to chemical analysis and material testing:

- > Environmental simulation
- > Corrosion testing
- > Material damage expertise
- > Plastics testing
- > Metallography
- > Mechanical and technological testing
- > Technical cleanliness
- > Harmful substances emissions
- > Chemical analysis
- > Damage and residue analysis of working materials
- > Loss prevention

We support you right from the start: practically, simply and permanently. And always with a view to your goals.



**Mobile testing equipment monitoring on site**

Without functioning tools and testing of monitoring equipment, nothing works in workshops. This is the purpose of our mobile testing equipment monitoring. We ensure flawless operation, are directly on site for you, minimise your downtimes and simplify your logistics for you.

**DEKRA service portal**

Greater clarity and overview in terms of examination services, examination types, examination appointments, examination intervals and examination reports - within short time periods every business accumulates many facility and operational safety data and documents. DEKRA's online platform, DEKRA Service Portal (DSP), creates clarity and an overview. With the DSP, DEKRA offers you a central location for user-friendly archiving and effortless checking of all past, ongoing and upcoming examination measures.

**Type approval processes**

Quality assurance is everything to production. It not only includes image aspects for brands, but also is of huge relevance to safety. The latter should, among others, guarantee the CoP examination.

Therefore, it is legally required as a part of a type approval process. As a result every manufacturer must define and carry out measures to guarantee the product's compatibility to the currently approved type.

Thanks to DEKRA this couldn't be any easier, for you we take over:

- > Process accompanying, quality assuring materials testing
- > Dynamic and statistical examinations
- > Exhaust gas and noise measurements
- > Use of the newest techniques and most modern testing equipment
- > Preparing specifications for the approving authority
- > Sample taking and carry out product audits
- > Creation of examination reports and related documents
- > Scheduling and inspection of CoP measures
- > Audits on the initial assessment on behalf of the Federal Office for Motor Traffic





### Hazardous substance management

Anyone who uses hazardous substances in their business must observe many regulations and framework conditions. Such businesses should maintain a carefully structured hazardous substance management system. DEKRA has been supporting various businesses with in-house hazardous substance management for more than 10 years. Our experts are proficient in assessing the risks arising from the use of a specific substance. By doing so, they protect the employees and support the management in observing their duties as employers.

### Immission and emission measurements

As a legal regulation pursuant to section 26 of the Federal Immission Control Act (BIm-SchG), we provide expert opinions in the air quality management sector (prognoses for dust, gasses and odours, emissions declaration) and carry out recurring emission and immission measurements and functional tests on all kinds of facilities.



### Damage assessment

#### Neutrality wins

DEKRA's neutral experts identify all details that are important for the preservation of evidence and loss settlement in cases of damage.

- > Damage assessment in the event of accidents
- > Analytical assessment of damage claim procedures
- > Technical vehicle damage and defects (engine damage, causes of fire, paint damages)
- > Damage analysis of vehicle components

Apart from this, we also offer damage assessments on all vehicle components and accessories that can be used in court.



### Verified environmental protection

#### Consultancy on approval processes

With competent and experienced experts, DEKRA can provide you as an operator with supervision through approval processes on facilities that are subject to approval under immission control law. We are your competent interface with approval authorities.

#### Consultancy on REACH

The new EU REACH chemicals regulation shifts the responsibility for evaluating and reducing risks of functional substances from the authorities to the companies. Manufacturers, importers and consumers are affected by this.

DEKRA provides advice related to REACH: Production of substance inventories, substance research and data acquisition, pre-registration of waste materials, laboratory tests and studies as well as the production of registration dossiers (technical dossier, chemical safety report).

### Noise measurements and forecast

DEKRA analyses and evaluates complex acoustic connections. Use our expertise in order to comply with legal regulations (including Technical Instructions on Noise Protection) as well as pending amendments, e.g. through:

- > Noise prognoses / dispersion calculations
- > Noise measurements (registers, analyses, inspections)
- > Measurement of noise in the workplace



### Workplace Exposure Limits (WEL) measurements and hazard assessments

When dealing with dangerous substances, workplaces are to undergo a hazard assessment. Through workplace measurements, conformance to the statutory limit values has to be proven. The experts of the measuring point for hazardous materials identify the health risks, create a register of hazardous substances and safety data sheets as well as carry out staff training.

### Testing of environmental facilities

All facilities that deal with water-polluting substances are to be regularly examined by experts. Among others, DEKRA's experts examine tank systems, filling places, storage facilities, surface treatment facilities, hydraulic facilities or separation equipment and pipelines.

Apart from recurring examinations, our experts provide support for the facility's planners or operators on how to handle water-polluting substances. They are also happy to provide advice during the planning phase.

### Energy and resource management: efficient and sustainable.

Due to the constantly climbing energy costs, an increasing number of companies are recognising that they can significantly improve their business situation by being economic in their use of fuel, energy and water. Finally, the amended legal framework (Energy Services Act (EDL-G)) means that companies have to deal with the topic of energy efficiency.

DEKRA offers you a consultation programme that is individually adjusted to your company, where importance is placed on optimising your energy costs and the focus is also on legal conformity. At the same

time, you benefit from the experience of our experts, who know how business processes can be organised more effectively in terms of energy efficiency and more environmentally friendly. DEKRA's experts are proven energy consultants and are able to quickly check your energy consumption's saving potential. We are also happy to examine your funding options. Likewise, we are able to provide you with support on energy certificates. Since May 2014, the regulations regarding this have once again been tightened through the revised EnEV. It is compulsory to present an energy certificate when letting, leasing and selling. You can ask our experts how you can gain the best energy certificate for your property. We provide you with support from an energy certificate through to large real estate with several buildings.

DEKRA energy and resource management:

- > Energy audits according to DIN EN 16247-1 (legally required for all non-SMEs in Germany)
- > Energy management according to ISO 50001
- > Energy consulting according to the Federal Office of Economics and Export Control
- > New building consultation according to DGNB, LEED or BREEAM
- > Energy certificates according to EnEV
- > Supervision of the implementation phase





**Contaminated sites and harmful substances in buildings:**

In the ground or in buildings sleeps the legacy of the past. Contaminants or harmful substances in buildings hinder usage and endanger the environment and employees. The assessment of sites by DEKRA allows a qualified evaluation of the risks. We provide the basis for deciding whether and what remedial action is required. Here we consider the entire range of solutions and innovative processes. However, this is always done while considering feasibility and cost efficiency.

We assist you with the following services:

- > Consultation during property purchases, conversions and construction measures
- > Testing for harmful substances in the subsoil and building
- > Evaluation of the situation regarding harmful substances, coordination with specialised authorities where necessary
- > Concepts for sanitation, restoration and waste disposal
- > Sanitation monitoring and site management
- > Environmental analytics / laboratory services
- > With our accredited and recognised

Laboratory services in the environmental analytics sector, DEKRA offers you comprehensive services in the following areas from one source:

- > Analytics accompanying production
- > Disposal and recycling
- > Contaminated sites and soil protection
- > Workplace analyses/ air pollutants
- > Hazardous substances / building renovations

**Environmental management: a matter of course for us**

The development of an integrated approach for introducing or expanding management systems offers you a number of advantages: our consultancy service for pioneering environmental management systems takes individual operational issues into account whilst also efficiently meeting EMAS and ISO 9001 to ISO 14001 standards. The amount of optimisations could be the decisive head start that secures your economic success.

**Environmental protection advice and appointment of environmental managers**

It is enormously important to obtain technically experienced advice based on the legal position, especially in environmental matters. Should legislation require the appointment of an environmental officer, DEKRA takes over this obligation and relieves the operator of the burden.

DEKRA's environmental officers provide advice, perform regular inspections for proper operation, produce yearly reports thus creating legal certainty for operators, without committing their own staff.

We provide you with:

- > Waste management officers
- > Immission protection officers
- > Water protection officers
- > Incident officers

On top of this, our environmental coordinators are happy to supervise the organisation of your internal environmental protection through:

- > Training staff members
- > Production and maintenance of facility or legal registers
- > Waste disposal concepts or determining environmental parameters
- > Incident officers

Create your individual requirements catalogue with our help. After reaching clearly defined safety standards, you will receive our DEKRA environment label. In other words: We do everything to ensure that you are on the "safe side" in environmental matters.



**VOC balance sheet**

Volatile Organic Compounds (VOC), when not already greenhouse gasses in themselves, are important precursor substances for their formation.

Therefore, legal requirements exist for various facilities with the goal of limiting these emissions. DEKRA provides advice on the necessity of installation modifications, develops reduction schemes and produces solvent balances.

**Temp work**

**DEKRA supply of temporary staff We give you a helping hand!**

The loss of skilled staff, the extreme pressure of tight deadlines and major orders can cause bottlenecks. DEKRA offers you the solution: with highly qualified specialists, from every field, ranging from mechanics to IT specialists and engineers, all available at short notice.

**Engineers and technicians**

Our project team members are developers, designers, hard and software specialists, commissioning engineers, project and quality managers.

**Specialist staff and temporary workers**

DEKRA supports you in the commercial-technical sector with suitable and motivated specialists and temporary staff.

**Specialist staff for the commercial-technical sector**

Our comprehensive range of personnel from the commercial sectors with qualified education and / or degrees offer you the best personnel solutions in every operational situation.

You decide which form of support is the best for you:

- > As part of personnel leasing, our project staff temporarily provide you with on-site support at your facilities
- > With service contracts, firmly defined projects are delegated to us and carried out for you by our staff or entire teams.
- > In private job placements, we can take over the search and selection of qualified staff for you. We will find the staff that best fit your company and position to be filled
- > We competently create detailed profiles and then personally present you with the candidates that you have selected.

**Certifications**

**DEKRA certification services – Certification of management systems**

With our audits, we ensure safety, quality and sustainability as a neutral partner. We want to reduce your entrepreneurial risks and help you become even more efficient and profitable. Our assessment based on objective, customary industry standards shows where you stand and forms the basis for a culture of continuous improvement in the business. With a certification according to the leading ISO/TS 16949 automotive standard, for example, you demonstrate that you are meeting the highest requirements in terms of product and process quality. With an ISO 14001 certification, you confirm that you are acting in an environmentally friendly manner. The ISO 14001 certification also often represents the prerequisite for operating in national and international markets.

We give you the comforting assurance that your business processes function safely and reliably.

**The expertise for a reliable audit**

The auditor's competence is essential for an audit. DEKRA has the appropriate staff for any industry sector: auditors with up-to-date know-how, technical expertise and practical experience. Our auditors undergo regular examinations, receive professional

training and also have extensive, industry-specific experience in the automotive and industrial sectors.

**Assurance services from DEKRA – Changing Challenges into Solutions**

Whatever your goals may be:

- > You would like to ensure that your suppliers comply with your corporate standards, for example to guarantee supply capability and adherence to delivery deadlines and to prevent impairment of reputation.
- > You would like to offer your solutions in new markets.
- > You would like to protect your business operations or analyse your market perspectives.
- > You require support in data preparation, for the purpose of reducing risks or preparing decisions through more transparency.
- > You would like to outsource your business processes, e.g. technical services, hazardous substance management or appointing a data protection officer.
- > You are looking for customised training that supports all of these topics.

Our experts help you to efficiently and confidently reach these goals.



Good reasons to rely on us

Mobility is the backbone of every modern economy. Here, automotive services play a key role. As a European market leader in periodical vehicle monitoring and expert reports, DEKRA makes significant contributions to making road traffic safer. Our complete service package for the entire car sector also increases the economy and quality of the company. With our innovative solutions and newest technologies, we are opening up new business areas.

