



Consulting, Training & Technology Solutions for Fixed Operations

Summit Consulting Named CSI Provider for Toyota and Lexus Certified Collision Center Programs

Real-Time Survey Scores and Reporting Help Shops Deliver Highest Quality Service

Denver, CO – July 25, 2011 – [Summit Consulting Int'l, Inc. \(SCI\)](#), experts in building strong, profitable automotive operations, is helping [Toyota Certified Collision Centers \(TCCC\)](#) and [Lexus Certified Collision Centers \(LCCC\)](#) manage and deliver a better customer experience. Recently approved as a CSI Vendor for the TCCC and LCCC programs, SCI's web-based customer satisfaction surveys give these shops greater insight into the needs of their customers, as well as help them identify opportunities that build on quality measures.

"We appreciate SCI's approach to exceptional customer service – their surveys make it easy for our shops to collect and analyze important data so that we know exactly where we stand with our customers and what we can do to build lasting relationships," said Brad Brahe, Body Shop Process Improvement Manager, Toyota Motor Sales, USA. "SCI has been a longtime, trusted partner of Toyota and Lexus – its team shares our focus on delivering a top customer experience."

SCI's web-based surveys are cost effective, and deliver real time scores and performance reporting so shops can get an immediate read on the customer service experience they are providing. Shops can quickly and easily see what processes are working and where improvements need to be made so they can dedicate the appropriate resources and make changes in each respective area.

"The customer experience is critical – each customer needs to establish a high level of trust with the shop, which is what drives loyalty, referrals and, ultimately, a stronger operation," said [Bob McDonald](#), president of SCI. "By relying on survey data to make decisions, shops can more effectively support customers now and in the future. These surveys are yet another way that we at SCI are helping shops better understand their customers, processes and results so they can meet their operational and financial goals."

About Summit Consulting Int'l, Inc.

[Summit Consulting Int'l, Inc. \(SCI\)](#) is an automotive consulting firm specializing in the development and implementation of a wide-range of customized process improvement solutions and profit-building programs for Service, Parts and Collision Center Operations. SCI focuses on measureable process changes that impact customer satisfaction and loyalty, as well as increased profitability. Its veteran team of automotive professionals has an average of 25 years of industry experience, combining first-hand knowledge in manufacturer, distributor, dealer and independent automotive operations. For more information, please visit www.sciusa.com.

#

Media Contact:

Kristi Emerson

303.885.9896

kemerson@sciusa.com