



Dealer Information and Performance Questionnaire

Information in this questionnaire will be used for sole purpose of evaluation for the FADA awards. The awards are being evaluated on self-declaration of data and unique processes and initiatives taken at the dealerships, for businesses, as well as for CSR, Environment, and special initiatives to combat Covid19 pandemic.

Award Category (Tick relevant one)	3W
	2 Wheeler (Mass Market)
	2 Wheeler (Luxury)
	4 Wheeler (Mass Market)
	4 Wheeler (Luxury)
	CV
	CSR initiative
	Environment Protection initiative
	Combating Covid19 pandemic
<i>Instruction for filling the details below</i> – Please fill the questionnaire for one Franchise at a time. Repeat for every franchise you want to nominate.	
Name of the Group / Company	
OEM Code	
Respondent Name	

Declaration: All data provided below is related to the above selected franchise dealership operations alone, and not combined with my group or other businesses. It is accurate and true to the best of my knowledge.

I Confirm

Q1 Are you the Dealer Principal or the person responsible for running this dealership?

<input type="checkbox"/> Dealer Principal	<input type="checkbox"/> Person Responsible
---	---

Q2. What were your sale numbers:	2018-19	2019-20	2020-21	2021-22 (April thru Nov)
Q3. What were your Job Card / Repair Order numbers in: (Enter "0" if there were Zero ROs in that year)	2018-19	2019-20	2020-21	2021-22 (April thru Nov)
Q4. Do you also deal in used vehicles / or exchange customer old vehicles?	Yes / No			
Q4a If "Yes" to Q4, then ask: Number of Used vehicles sold in: (Enter "0" if there were Zero Used Vehicles in that year)	2018-19	2019-20	2020-21	2021-22 (April thru Nov)
Q5. What is the total manpower employed in your dealership? Direct Sales Direct Workshop Other – Support staff (Includes F&A, Admin. Sales and Service, Parts etc.)	2018-19	2019-20	2020-21	2021-22 (April thru Nov)
Q6. What was the revenue (in Rs. Lacs – rounded off to the nearest Lac) for the last 3-4 years from: (Enter "0" if there were Zero revenue in that year) Sales of vehicles Workshop Revenue Labour Spare Parts Insurance Accessories for the vehicles Used Cars	2018-19	2019-20	2020-21	2021-22 (April thru Nov)

Q7. Tell us about the **innovations / unique practices** that you have initiated in your business processes or employee engagement, or environmental protection or CSR at the selected dealership:

Please select maximum 2 initiatives where you would like to showcase.

Please describe the initiative in 4 sections: the objective of the initiative, the process adopted, ratio of spend to overall turnover and the measured impact or the outcome of the initiative. Please limit the descriptions to 40 words per section. In case the initiative has been recognised by any external agency, like your OEM, or local govt, or a certifying agency or any other, please upload a copy of the certification. External validation improves your chances of improving your scores during evaluation.

Q 7a. Initiative 1

Area of initiative:

- Business Process (digitization / customer satisfaction / efficiency enhancement / other (please specify))
- Employee engagement
- Corporate Social Responsibility
- Environment protection
- Not Applicable

Objective: (40 words or less)

Process: (40 words or less)

What was the ratio of spend of this initiative to your overall turnover?

Impact: (40 words or less)

Upload Certification / Award / recognition – Name and description

Q 7b. Initiative 2

Area of initiative:

- Business Process (digitization / customer satisfaction / efficiency enhancement / other (please specify))
- Employee engagement
- Corporate Social Responsibility
- Environment
- Not Applicable

Objective: (40 words or less)

Process: (40 words or less)

What was the ratio of spend of this initiative to your overall turnover?

Impact: (40 words or less)

Upload Certification / Award / recognition – Name and description

Q8. The COVID 19 Pandemic has been a challenging time for all. Many dealers have made substantial efforts in lending a helping hand to front line workers / communities / employees / customers / patients overcome the hurdles. In case you have led any initiative in this please share details

Yes	No
-----	----

If response is "Yes" to the above question, then ask:

Objective: (40 words or less)

Process: (40 words or less)

What was the ratio of spend of this initiative to your overall turnover?

Any external validation that this effort has received. Please share details

Q9. Do you have another franchise that you wish to nominate?

Yes	No
-----	----