



**“TriMetrix skyrockets Dealer Excellence rating while assisting a 96% profitability increase.”**

**TriMetrix™**  
**Where Opportunity Meets Talent™**

### **TriMetrix Saves a Heavy Equipment Company from a Collapse in their Service Department**

#### **The Power of TriMetrix**

TriMetrix starts by benchmarking a job and then looks at what, how, and why an individual can contribute to the job. This time-tested and proven system is guaranteed to find the best candidates for any position. TriMetrix is more than just a selection tool; it's very effective for developing, and most importantly, retaining your valuable employees.

Take a look at how it helped the following heavy equipment company...

#### **The Challenge**

A large heavy equipment company was struggling to keep their aftermarket up to speed with their exponential growth in sales. The company consists of several dealerships spread across 3 Canadian provinces. Each individual dealership was struggling to keep their service department efficient and profitable, but the company was unable to pinpoint the bottleneck that was holding them back.

The company faced an issue of poor organizational structure and long-term family ties. The reality was, they didn't have the right people in the right positions and there were a lot of emotional ties with long-term employees. The company then realized that they were going to need some outside help in order to get their service department running smoothly and up to speed with their sales.

#### **The Solution**

The equipment company called upon a TriMetrix certified consultant to take action upon the situation.



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The consultant began by benchmarking the key positions in the service department, starting with the service center managers. Understanding the role of the position and what the job requires to be successful was the critical step of the process.

Each benchmark allowed the consultant and the managers to let the job talk and tell them what a perfect employee for that position would look like. Because different jobs require different personal attitudes and behaviors, certain people will match a job naturally as others may struggle.

The company soon realized that the problem wasn't about their employees' technical knowledge; the real problem was the lack of understanding each position's behavioral requirements.

#### **The Results**

TriMetrix uncovered the soft skills needed for each position and then matched the employees to their skill related job. Thanks to the consultant and TriMetrix, the company was able to stay competitive, allow for growth, develop a proper accountability chain and provide consistency across the organization. The company's total sales volume has more than doubled and profitability is up 96%. Their Dealer Excellence rating has also continued to improve and the employees feel good about their achievements. This new synergy across the organization has helped efficiency and brought the employees closer together.

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