

About Us



We analyze and improve automotive Fixed Operations at the dealership level to increase Parts, Service and Vehicle Sales. We focus on reducing dealership employee turnover by helping dealers create a work environment for employees that promotes an improved customer experience (CX).

We continue to refine our process analysis tools based on 25+ years of consulting experience. These tools include our *KPI Predictor* to identify areas of opportunity for measurable improvement within 10 to 12 weeks. Our client companies include Southeast Toyota Distributors LLC, Toyota Motor North America, Inc. Maritz, Inc, and MSX International.

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Performance Consulting

We identify solutions that target your situation for improved long-term results



OUR CONSULTANTS ARE INDUSTRY-QUALIFIED MANAGEMENT PROFESSIONALS



Former Senior Executives

Coaches & Facilitators

Automotive Management & Technical Experts

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OUR SERVICES

CUSTOMER RETENTION & PROFIT CONSULTING

CURRICULUM DEVELOPMENT & INSTRUCTIONAL DESIGN

TRAINING FACILITATION

COPYWRITING & EDITING

WEBSITE CONSULTING, DEVELOPMENT & HOSTING

CLASSIC & EXOTIC VEHICLE PRE-PURCHASE INSPECTION