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What compliance looks like

by Gil Van Over

Happy Holidays everyone! The last week has been hectic but enjoyable. On top of the last minute gift shopping, my bride and I moved into a beautiful new home and hosted nearly 20 relatives. What a wonderful time to realize how blessed I really am!

But onto the reflections of the New Year.

Many dealers ask me, "How do I know if I am compliant?"

I will devote the next couple of months of weekly Compliance Corners to provide you with a project list to help move your dealership toward the compliant end of the spectrum.

Today, we start with the message from the top.

An organization takes on the will of its leader. Mafia families are as ruthless as the Godfather. Football teams are only as disciplined as their head coaches. Boy Scout troops are as charitable as the Troopmaster.

Dealerships are as compliant as the Dealer Principal wants to be. Unless and until the leader believes in compliance and backs up this belief with actions, the troops in the trenches, on the desk, in the box, will not implement compliant practices.

Those dealerships that have committed themselves to a compliant culture all start with the leader sending the message that he want to sleep better at night and does not want to be the next target of the local news station's undercover investigation into dealership fraud.

This message starts with a simple statement, is followed up with a policy and procedure manual outlining acceptable practices and is cemented with discipline when the first employee crosses the compliance line.

The upcoming Compliance Corners will provide components of a compliance program. Until the New Year, good luck and good selling!

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