

**David Nathanson, Managing Director QMA-AMI Management LLC**

Mr. Nathanson is Managing Director of QMA/AMI LLC - Automotive Retail & Distribution Business Advisory Services formerly the PricewaterhouseCoopers – Automotive Retail Practice based in Detroit, Michigan. With over twenty-nine years of business and industry experience as a consultant, dealer principal and program executive directing engagements in the Americas, Europe, Middle-East, and Asia-Pacific, Nathanson has led the design and facilitation of global automotive initiatives including development of distributor operations and deployment of operating processes – including large scale deployment and post implementation tactical maintenance utilizing the DCM™ approach to performance tracking, measurement, analysis and correction. He has build this practice from both “hands-on” operating experience and benchmarking leading practices in marketing, supply chain logistics and customer marketing management.

Mr. Nathanson has a wide scope of automotive industry experience throughout the entire value chain including manufacturing, distribution and the after-market. His functional experience includes strategic development, operations management, systems integration, change management, training design and facilitation, marketing, customer management, supply-chain diagnostics, and forensic assignments related to valuation and transaction due diligence. He has lead multi-national engagement teams defining and mapping best practices for the 21st century automotive enterprise and has served as an industry expert, providing litigation support and testimony. Over the last six years, he has focused on the development of the DCM™ - Dealership – Distributor Capabilities Model - a methodology built upon retail and distribution best practices and designed to profile and measure dealership and distribution network performance capability, integrating financial and internal dealership operating metrics. His previous and current client list includes Ford Motor Company, General Motors, BMW-AG, Reynolds & Reynolds, Compaq, Volvo, DaimlerChrysler, Digitas, DaimlerChrysler, Kia Motors, Hyundai Capital, GMAC, Toyota Financial Services, Bank One, Barnett Banks, Pennzoil-Quaker State (Shell), Toyota, Honda, Caterpillar, Bank One, Yahoo!, Southeast Toyota Distributors, Volkswagen, Dana, and Samsung. Mr. Nathanson assisted General Motors in the development and launch of the Saturn program including the development and facilitation of retail environment training for Saturn field personnel and served in a lead role for the development of dealership satellite service operations pioneered by Honda in North America. One of his most challenging engagements was leading a multi-national team that developed strategy, including design and implementation of the operating infrastructure for Samsung Motors in Seoul, Korea.

A graduate of the University of Wisconsin-Madison, Nathanson was president of Zimbrick, Inc; a Madison, WI based automotive conglomerate representing Buick, Honda, Acura, Saturn, Mercedes-Benz, BMW, SAAB, Infiniti, Porsche, Audi, Volkswagen, Isuzu, and Hyundai prior to joining Coopers & Lybrand in 1995 as Director of Retail Automotive Operations, a position he maintained after the merger with Price Waterhouse in 1998. Mr. Nathanson was the co-founder of the PricewaterhouseCoopers AUTOFACTS – Retail Capabilities Division within the Global automotive practice. During his retail career he operated multiple franchise locations in Wisconsin and Illinois, directing a comprehensive management company providing training, marketing, consulting, real estate management and consolidated vehicle preparation and collision repair services.

**Wayne Townsend, Managing Consultant - QMA-AMI Management LLC**

Wayne Townsend is a goal-oriented executive manager with a solid record of achievement in situations requiring integration of many diverse elements impacting various systems. He has a keen understanding of the critical relationship between business performance and the cultural support environment as well as a demonstrated ability to analyze complex situations, design innovative solutions, and implement practical plans. His career at a major automotive manufacturer spanned 40 years and although he initially worked in the manufacturing and engineering departments, most of his experience has been with the Sales-Service-Marketing end of the business. In this discipline he held a number of increasingly responsible positions in both field and head office functions. Wayne's specific expertise lies with the understanding of customers expectations and the development and implementation of retail business processes and measurements to meet or exceed those expectations. This was critically developed at the Saturn Corporation where Wayne worked with the team that established customer requirements, translated these into business processes, developed the skills training and change management curriculum to enable implementation as well as the corresponding measurement system to ensure success. This early work turned out to have a major impact not only on Saturn but, in fact, set the industry bar for customer treatment which still stands today.

Subsequent to this work at Saturn, Wayne was chosen to implement a similar strategy in other parts of the company's global operations and relocated to Zürich, Switzerland for a 4.5 year assignment. During this time he played a key role in improving the company's retail operations in Europe as well as other markets in Asia and South America. He has work experience throughout Europe, China, South Africa, Philippines, Thailand, Brasil and Australia.

As an Internal Consultant, Wayne enjoys developing and presenting concepts and proposals to senior management and has made a number of presentations to other Corporations. He was a founding member of a best practice sharing consortium of companies which included the Los Alamos National Lab, CIBC, Honeywell, AT&T, Xerox, Dupont, Peat Marwick, Prudential, Volvo, SAS and others. He has considerable experience facilitating group discussions including: Strategic Planning at the Executive level, Customer Focus Groups, Team problem solving, and Action Planning at both wholesale and retail levels. Wayne has 25 years experience using a computer facilitated prioritization and real time survey program which uses wireless keypads and a data analysis and presentation capability. This was integral to the Customer Moment Of Truth "level of expectation" input for Saturn. Wayne was also assigned the lead role in the the design and implementation of common global business processes for the distribution network ensuring "best practice" adoption for both mature and emerging markets. Over the past 20 years he has lead the teams responsible for delivering a retail dealer business improvement initiative through an onsite in-depth analysis and action planning process.

Wayne has subsequently worked as a consultant for the PwC Retail Automotive Practice and most recently as the Managing Consultant for QMA-AMI, who have assumed the PwC Retail Automotive Practice.



Martin Ramsay, Director Application Design - QMA-AMI Management LLC

Mr. Ramsay is internationally recognized as someone who combines organizational process and human resource development with information technology to leverage organizational effectiveness. He was featured in Fortune as “an expert on the organizational impact of new information systems” who impresses clients with his “preparedness and clarity.” The Center for Digital Education gave him their “In the Spotlight” Award, calling him one of the “most innovative, hard-working, trend-setting IT leaders in the nation.” He has worked on three continents in eleven countries in his quest to help organizations.

Mr. Ramsay has developed a myriad of experientially-based training programs, designed diverse software applications and acted as a consultant to a host of internationally recognized clients in such areas as business process improvement, customer relationship management, Business Information Technology Deployment, and enterprise resource planning (ERP). He has focused much of his work in the automotive industry, with a particular emphasis on developing effective systems and processes for the retail and wholesale sectors. Clients have included Saturn, Saab Automobile AB, General Motors University, GMAC-Europe, and Kia. He has conducted numerous automotive dealership reviews in both North America and Europe using a process that includes development of action plans and follow-up and that tracks status and results in a software tool he developed. He is frequently called upon to develop systems and processes that support large-scale projects involving many retail outlets. His skill in working with cross-functional work teams to align and implement action plans that support organizational strategies is frequently requested. His Factory on a Desk-Top™ experiential learning laboratory has gained international attention as a process redesign and improvement tool.

The results of Mr. Ramsay's work have been published in Industrial Engineering, PC Magazine, ASTD's Training and Development Journal, Mechanical Engineering, APICS: The Performance Advantage, Computer Graphics World, Information Center, and others. He continues to be a regular contributor to these and other periodicals. Mr. Ramsay has spoken or presented papers before international conferences of the American Production and Inventory Control Society (APICS), the American Society for Training and Development (ASTD), The Institute for Management Research (TIMS), the National Association for Industrial Technology (NAIT), Educause and has been the featured teleconference speaker for National Technological University.



Nickolas Poppenk, Retail Development Consultant - QMA-AMI Management LLC

Nick has most recently been associated with General Motors as part of a team of in-dealership consultants providing dealership management with objective assessment of their current practices and recommendations for process and profit improvements. These services were provided in 1999-2004 on behalf of General Motors' Retail Holdings, Motors Holding and Vehicle Sales Service Marketing divisions. His analysis of the sales, fixed and financial/market development dimensions delved into dealership financial records and performance reports, strategic and tactical initiatives, employee/management relations and customer satisfaction feedback.

In 1999, he was part of a global team assisting in GM's Y2K contingency planning project, helping manufacturing and sales/service organizations in many countries prepare for possible computer-caused impacts related to the transition to the year 2000.

During 1995-98, as a consultant with Saturn Consulting Services based in Switzerland, he assisted General Motors Europe in the design and implementation of many components of their system-wide Quality Network Retail System (QNRS). He also consulted on QNRS implementation issues within Vauxhall, Adam Opel A.G. and Opel's National Sales Companies. Nick also had extensive consulting experience with General Motors of Canada during the period 1983 to 1994. His many involvements included in-dealership consulting, product and sales skills training for retail staff, retail and wholesale advisory councils, customer research, and training for wholesale staff. From 1980 to 1992, Nick consulted with a broad range of Canadian life insurance companies, working particularly on the sales capabilities of their field organizations, in addition to supporting their marketing and strategic planning efforts.

In addition, his career has involved diversified experiences such as: President of Podemos Performance Inc. (investment management, sales/management consulting & training), partner of investment banker Private Capital Markets Corp., co-founder of V/NS Educational Video Inc. and The New Service Alliance Inc. (training logistics, planning and coordination), principal of consulting firm The Service Conspiracy, Chairman/CEO of Impco Health Services Ltd. (subsidiary of Imperial Life Insurance Company), president of multi-national training firm Wilson Learning Limited (Canada) and corporate lawyer with McCarthy Tétrault in Toronto, all of which makes Nick a broadly-based and unique resource.

Nick received his Bachelor of Laws and Bachelor of Applied Science (Computer Science) degrees from the University of Toronto, was awarded an Ontario Scholarship from the Province of Ontario and a diploma in Civil Law from Laval University, Quebec City, Quebec. He was called to the Bar of Ontario in 1977 and is listed in the Canadian edition of "Who's Who."