



## FOR IMMEDIATE RELEASE

### **NCM® Associates Expands Services to Buy Here, Pay Here Dealers, Including Four New BHPH Training Programs to Launch in 2011**

*NCM Associates ([www.ncm20.com](http://www.ncm20.com)) is expanding its services to Buy Here, Pay Here (BHPH) dealers with the launch of four new education programs and new 20 Groups to accommodate the growth of the independent retail automotive industry. The National Alliance of Buy Here, Pay Here Dealers (NABD) Dealer Academy and Conference taking place this week in Las Vegas will be used as the launch site for these exciting new programs designed to improve the BHPH competencies of franchise and independent auto dealers. NCM's BHPH industry expert, Brent Carmichael, will instruct courses on BHPH Fundamentals for the Investor or Entrepreneur; BHPH Underwriting and Collections Best Practices; the BHPH Sales Process; and BHPH Sales Management.*

Overland Park, Kan., 16 May 2011 — [NCM Associates](http://www.ncm20.com), a leading provider of retail automotive 20 Group services, Education, Retail Operations Consulting and the originator of the NCM Benchmark® for Success program for automobile dealers, today announced the development of four new education programs for Buy Here, Pay Here (BHPH) dealers and managers. NCM planned the announcement to coincide with NABD 2011, where NCM representatives, including the BHPH lead faculty member and course instructor, [Brent Carmichael](#), will be on hand in Booth 523/525-622/624 to speak with BHPH dealers and managers directly about the new programs. In addition, NCM will be conducting drawings throughout the trade show to give away free seats to the first class, *Sell More, Profit More: Understanding the BHPH Sales Process*. The class will be held at the NCM Institute training headquarters in Overland Park, Kansas on August 22-23.

NCM is ramping up its services for Buy Here, Pay Here dealers to support its existing BHPH clients' needs and to address the growing interest from the franchise dealer community on the opportunities in BHPH. Commenting on his prominent role in the [NCM Institute's](#) new education programs for the BHPH industry, Carmichael, said, "This is an exciting time to be in Buy Here, Pay Here and it's an honor to contribute to the education of an industry about which I am so passionate." Garry House, Director of the NCM Institute's Center for Automotive Retail Excellence, added, "NCM is pleased to now offer the same high-quality programming and exceptional training experience to BHPH dealers that we have been providing to franchise dealers for many years. By leveraging Brent's BHPH industry experience, along with his teaching and consulting work where he has assisted many of the country's top BHPH dealers, NCMi® has a strong foundation upon which to build this exceptional programming."

NCM Associates currently serves BHPH dealers through its industry-leading 20 Groups, specialized consulting services and exclusive Benchmarking tools, including a proprietary operating performance trend analysis tool for BHPH operators, [FIDO™ for BHPH](#). The new suite of BHPH training programs reinforces NCM's commitment to the professional development of BHPH operators.

(MORE)



**About NCM® Associates, Inc.**

NCM Associates, Inc. is the originator of the automotive industry 20 Group peer collaboration process and has been providing dealership Benchmarking, Education and Retail Operations Consulting services to the industry since 1947. Located in Overland Park, KS, NCM provides a robust suite of services designed to drive dealership profitability using its proven, operations-focused Benchmark® for Success program with new and pre-owned U.S. automotive dealerships, as well as with dealerships in more than 20 other industries. For more information about NCM Associates, visit [www.ncm20.com](http://www.ncm20.com) or call 800.756.2620.

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