

# BIA HR – Successful solutions

HR services in line with the Toyota way



ALWAYS A  
**BETTER** WAY

*“Starting 2011, BIA has been the payroll and staff management service provider of Toyota Romania and Inchcape Motors. Throughout our collaboration, recruitment and staffing services were added, which made BIA our main provider of integrated HR services.*

*In these two and a half years of cooperation, the BIA team has constantly provided us with high quality services. We especially appreciated the flexibility in meeting all our needs and the fast adaptation to the specific requirements of companies in our group.”*

**Simona Preda – HR Manager**  
**Toyota Romania**

Being a provider for Toyota means you understand and adhere to the values defining “*The Toyota Way*”: continuous improvement and respect for people.

It means you have a long-term vision, understand that the correct working processes will generate the expected results, add value to the organization by developing its members and work so that you support organizational learning through continuous process improvement and professional development of people.

# From challenge to solutions

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Inchcape is a leading international automotive distributor and retailer operating in 26 countries with mature and emerging markets. Inchcape has partnerships concluded with the most important car brands in the world and its main objective is “to create an incredible experience for the customers of the best car brands in the world”.

In Romania, Inchcape imports and distributes the Toyota and Lexus brands through Toyota Romania SRL, which was established in 2000 and authorized by Toyota Motor Corporation, the largest automotive manufacturer in the world.

Between 2000 and 2009, Toyota Romania SRL built a network of 21 authorized independent dealers operating throughout the country and complying with the standards set by the manufacturer Toyota Motor Corporation. In 2006 Inchape set up a new company, Inchcape Motors SRL, which operates a modern retail centre - Toyota Bucuresti Nord.

**The challenge:** As it has always relied on the continuous improvement principle, Toyota Romania decided to outsource the time-consuming payroll and staff management activities, which reduced the focus of the HR department on the processes generating added value for the organization.

In order to select the most suitable partner to provide such services, Toyota Romania assessed through BIA the working processes and how results are obtained, appreciating the accuracy, professionalism and expertise of the account team and the service delivery times.

**The solution:** BIA HR contributes to the success of Toyota Romania, being the main provider of integrated HR services.

Ever since 2011, BIA HR has been providing payroll and staff management services and ensured for Toyota Romania the compliance of processes and results with the Romanian laws .

The flexible approaches, the results obtained and the service quality were also appreciated in other services provided, such as recruitment or staffing services for specialized positions.