



FOR IMMEDIATE RELEASE
October 26, 2009

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**MANHEIM CREATES OPERATIONAL EXCELLENCE GROUP TO
ENHANCE CUSTOMER EXPERIENCE**
David Young Named Group Vice President

ATLANTA – As part of its efforts to drive increased consistency and convenience for its customers, Manheim announced today the creation of a new Operational Excellence group. The organization will be led by David Young, group vice president. Young will report to Jim McKnight, Manheim’s strategic execution officer.

Young will lead a team charged with continuing to enhance Manheim’s operating processes. Based on input from customers and the growth of Manheim’s online sales, the group will further refine some in-lane and online vehicle processes. These processes include inbound transportation, check-in, collecting vehicle condition information, lot logistics, customer check-out and vehicle pick-up.

“The goal for our team is to ensure that processes at every location work seamlessly and efficiently for our customers anytime, anywhere,” said Young. “Achieving operational excellence is about looking at our processes through the eyes of our customers. This helps us understand how we can improve their experience, while identifying new and better ways to make doing business with us easier.”

Reporting to Young will be Diane Barton, vice president of customer experience; Stephen Brown, senior director of the corporate project management office; Mike Nikolich, director of pricing management; and Pam Cadigan, vice president of operational processes. Cadigan will transition from her role as vice president of inspection operations to this newly created role.

A 30-year veteran in the wholesale and retail automotive industries, Young most recently served as group vice president of service businesses for Manheim. He began his career at Manheim in 2000 and held various senior leadership positions in Operations, Sales and Reconditioning.

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About Manheim

Manheim (www.manheim.com) is the world's leading provider of vehicle remarketing services. Through its wholesale operating locations and array of technology products, Manheim impacts every stage of a used vehicle's life cycle, helping commercial sellers and automobile dealers realize the full value of their vehicles.

The company's operating location services include reconditioning, certification, inspections, dealer financing, transport, title management and marshaling, among others. Manheim is also the leader in vehicle remarketing technology, using its online tools to connect buyers and sellers around the globe to the world's largest, most comprehensive wholesale marketplace. In 2008, Manheim handled nearly 10 million used vehicles, facilitating transactions representing more than \$50 billion in value.

Manheim's subsidiary companies provide value-added remarketing products and services, including paintless dent removal (Dent Wizard), Auto Body Repair and salvage vehicle remarketing (Total Resources Auctions).

Manheim is a subsidiary of Atlanta-based Cox Enterprises, Inc., one of the nation's leading communications, media and automotive services companies.

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