



Steve Nash - Chief Executive Officer, IMI

Biography

Steve Nash has been in the motor industry all his working life, starting when he graduated in 1977. With experience in both the manufacturer and retail sides of the sector, he has a passion for making the customer experience as good as it can be and has, therefore, been a strong voice throughout his career for the best possible and most diverse employment opportunities, the highest standards of customer service and the widest accessibility to the newest automotive technologies.

In his current role as Chief Executive Officer at the IMI, Steve is working hard to raise awareness of the importance of professional standards right across the sector – both within the industry itself and amongst government, consumer organisations and other relevant stakeholders. In particular he is campaigning for the creation of a License to Practice for those working on electric vehicles in support of greater adoption of this new motoring technology; wider take-up of apprenticeships in the automotive retail sector and the application of qualifications to ensure the highest standards of customer service throughout the motor retail experience. As such he has presented to a number of All Party Parliamentary Groups and Select Committees as well as appearing on TV and radio and in the national and specialist automotive press.

Before joining the IMI as Chief Executive Officer in 2013, Steve spent a large part of his career at BMW UK. Having worked for the organisation from 1986 up to the end of 2012, for the last 15 years he was a Director of the company, including a period with responsibilities for the Rover and Land Rover brands.

As Aftersales Director for the BMW Group in the UK, Steve's experience covered all of the commercial aspects of the BMW and MINI Aftersales business, as well as the Customer Service, Technical, Warranty and Bodyshop functions. He also held responsibilities for parts warehousing and logistics, vehicle storage and logistics, Call Centre operations and the BMW Group Academy.

As a long term member and Fellow of the Institute of the Motor Industry (IMI), Steve became formally involved with the IMI's governance 16 years ago as a non-executive Director. He went on to serve an extended 5 year term as Chairman of the IMI's Group Board, followed by a further 3 years as President and, in January 2013, joined the IMI as Chief Executive.

Steve has won countless awards for his tireless work aimed at raising standards of professionalism across the motor industry. This year (2018) he was 22nd in the Motor Trader Top 60 Movers & Shakers.



The IMI is the motor industry's Professional Body and is a member's organisation, as well as a dedicated automotive Awarding Organisation. The IMI is also the Governing Body for IMI Accreditation for both technical and non-technical schemes. All of these schemes, as well as IMI Membership, are linked to the IMI Professional Register, launched in April 2013.

- Twitter: @SteveN_IMI
- Video footage of Steve Nash