



TECHNICIAN - ADVISOR
PARTS ASSOCIATE
COMMUNICATION

STEVE SHAW UNIVERSITY



TIME = MONEY

TECHNICIAN TIME = MONEY

PRODUCTIVITY	Hours worked / Hours Available =	%
EFFECIENCY	Hours Flagged / Hours Worked =	%
PROFICIENCY	Hours Flagged / Hours Available =	%

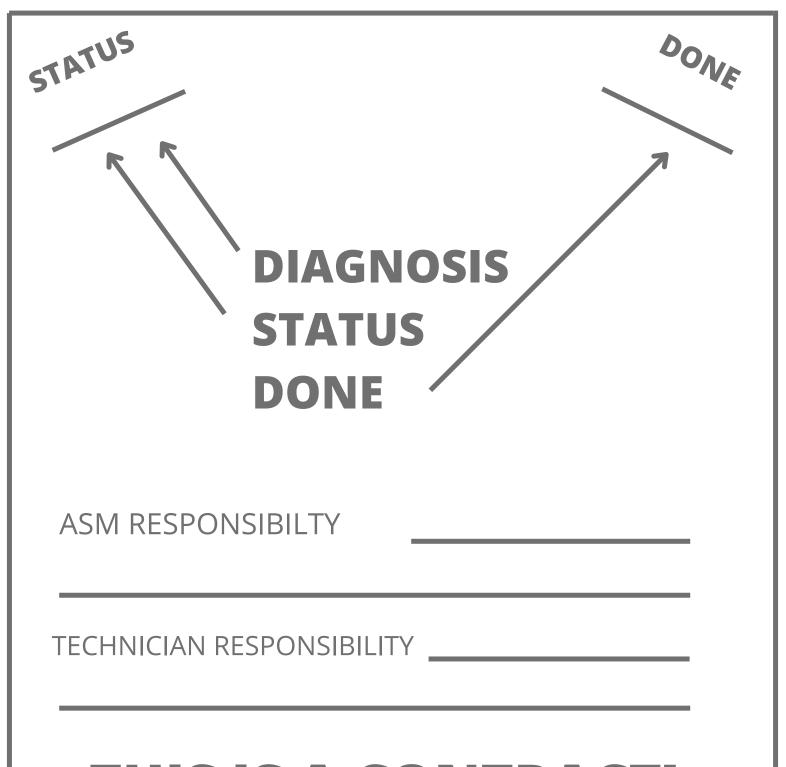


FLOW

REPAIR ORDER **VEHICLE KEYS**



PROMISE TIME



THIS IS A CONTRACT!



TECH COMMUNICATION ASM

WHAT	TOOLS	DO	WE	HAV	E TO	COI	мми	NICA	TE?
		-							_
		_	_						
		– WF	IILE	ON,	JOB /	RO			_

SET APPOINTMENT WITH ASM

DO NOT BOTHER ME IN BETWEEN



WHAT TO SAY

SAY THIS

PLEASE AND THANK YOU

ASK

PASS | FAIL

IMPORTANT

VITAL

REQUIRED

NOT THAT

BE NASTY | MEAN | RUDE

TELL

RECOMMEND

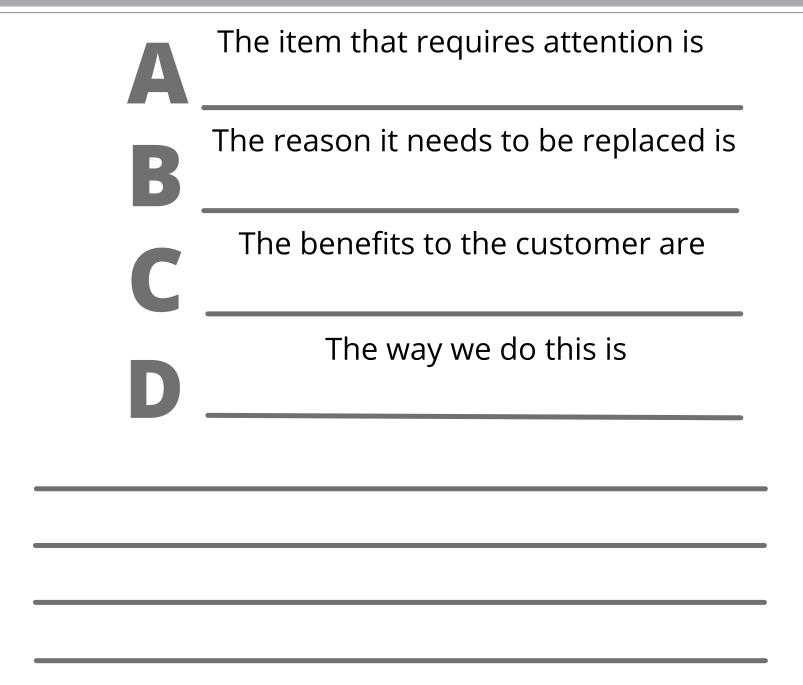
SHOULD

DUE | OVERDUE

WHAT ARE THE OTHER FAILED ITEMS ON THE VEHICLE?



SELL THE SERVICE ADVISOR



GIVE THE ADVISOR THE TOOLS THEY NEED FOR YOU TO BE SUCCESSFUL



SOLD JOB

USE TECHNOLOGY

APPOINTMENT TIME

10 + RO'S PER ASM 40 + TOUCH POINTS

400 TIMES TO INTERRUPT TECH





RO / JOB COMPLETE

IN MILEAGE OUT
COMPLETE RO USING ABC'S
OR
C C C
COMPLAINT CAUSE CORRECTION
The item that requires attention is the
The reason for the replacement / repair is because
The benefits to the customer are
The way I corrected the situation is
The repair is complete!



NOTES

CONTACT

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