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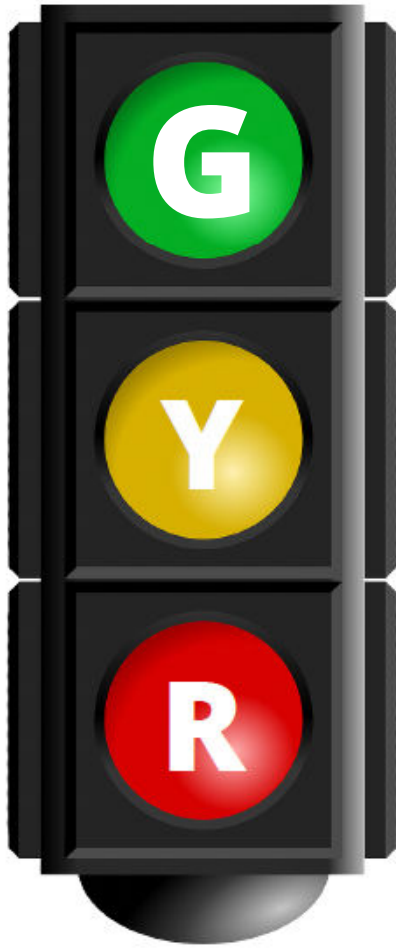
TECHNICIAN - ADVISOR
VIDEO MULTI-POINT
INSPECTION

STEVE SHAW UNIVERSITY

esv

NOTES

OPINION VS FACTS



BLACK

WHITE



QUARTER TIME PRINCIPLE

$\frac{1}{4}$ TIME

15 MINUTES

30 MINUTES

45 MINUTES

WHICH IS MORE IMPORTANT?

15 MIN

OR

PARTS



STANDARDS

Auto Manufacturer	Dealer	Fluid Provider	My Expertise	
				Cabin Filter
				Air Filter
				Brakes
				Tires
				Oil Leak
				Battery
				Fluid Maintenance
				Transmission
				Power Steering
				Coolant
				Brakes
				Transfer Case
				Differential
				Fuel Injection
				Belts
				Hoses
				Shocks
				Struts



TECH EXCUSES



WHY NOT PERFORM MPI ?



REASONS FOR VIDEO

WHY PERFORM VIDEO / ELECTRONIC MPI

CREATE

TECHNICIAN

CUSTOMER



HOW TO VIDEO

1

2

3

4

5



PROCESS



PROCESS



NOTES



YOUR PROCESS

- 1) Tech Credentials
- 2) Vehicle Info
- 3) Prime Item
- 4) Pass / Fail /Walk Around
- 5) Call to Action



NOTES

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