



DEALER INSTITUTE

SERVICE WARRANTY & RECOVERY TRAINING

DEVELOPING PEOPLE TO GROW YOUR BUSINESS

What We Offer

This one-day course is designed specifically for all personnel contributing to the warranty recovery process. Whether you're responsible for warranty work, work order documentation, or warranty documentation submission, this program is designed with you in mind.

How You Benefit

Participants will embark on a transformative journey, acquiring invaluable skills to lay the groundwork for a highly effective warranty and recovery process. By developing a pragmatic labor budget, mastering the art of value-added work order documentation, fostering time accountability, implementing a robust follow-up process, and embracing other essential strategies, they will set the stage for a triumphant warranty and recovery approach.

Our this course goes beyond the conventional, elevating communication, streamlining efficiency, and ultimately enhancing service department profitability.

✓ INTRODUCTION

- Review primary service department commodity – no shelf life
- Explain technician hours of inventory and how to effectively manage hours to achieve maximum recovery
- Define the difference between technician lost hours, excessive non-revenue hours and work order write off's
- Use "hi – tech" service department financial model to identify service department leaks

✓ 100% TECHNICIAN TIME ACCOUNTABILITY

- Understand the difference between technician paid hours and hours at work (available hours)
- Explain the advantages of the one - time card system verses the two - time card system
- Demonstrate the lost hours analysis process using example dealership information
- **Hands on workshop:** each participant complete the lost hours analysis process using participants actual dealership information. Calculate lost hours, non – revenue hours and work order write off hours

✓ DEMONSTRATE LABOR BUDGETING PROCESS

- Establish realistic, attainable and measurable labor sales goals based on technician hours of inventory
- Illustrate weekly and monthly revenue hour road map to support achieving labor budget labor realistic sales goal
- Understand the difference between Recovery, Productivity and Efficiency
- **Hands on Workshop:** Each participant develops their individual dealership service department 12 month realistic and attainable labor sales goal using our labor budgeting process

✓ INTRODUCING "VALUE-ADDED" WORK ORDER DOCUMENTATION

- Learn 5 key areas of effective work order documentation that most often get overlooked and will add substantial labor sales dollars and net income
- Review the "Golden Rules" of effective work order documentation designed to reduce work order write off's
- Discuss the advantages of effective work order documentation as it relates to customer satisfaction
- Review examples of effective "value added" work order documentation verses non effective work order documentation

✓ MAXIMIZE MANUFACTURER WARRANTY REIMBURSEMENT

- Understand why it's important to submit warranty claims on a timely basis
- Discuss the most common reasons why warranty claims do not get submitted on a timely basis
- Learn how to use the last labor posting date to help manage warranty "work in process" (WIP)
- Understand the manufacturer warranty claim analyst language
- Learn what the manufacturer warranty claim analyst don't want you to know
- Learn the recommended method for handling pick up & delivery and field service fees under warranty

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A Division of the North American Equipment Dealers Association