

solutions

Process Reengineering - Service

Within your service department, there should be a defined process for everything, from selling repairs to handling customer complaints. However, increasing profitability, improving team satisfaction, and maintaining customer loyalty can be a tall order for your service manager. Sometimes existing processes and methods actually keep you from reaching your departmental goals. ASC Retail Consulting's Process Reengineering™ program can help your service department operate within clear boundaries, maximizing customer loyalty and profitability.

ASC has compiled Process Reengineering using the skills of many specialists with experience in service departments just like yours. The program is a multifaceted six-month training process. All necessary forms and process implementation are included with the program. The following areas are addressed through a series:

- Market Driven Pricing
- Service Drive Merchandising
- Customer Satisfaction
- Shop Scheduling
- Dispatching
- Expense Control
- Traffic Building
- Facility Utilization Production
- Service Advisor Selling Techniques

Areas specific to your service department will be addressed and reengineered, as well.

ASC encourages training seminar participation by all service department staff, support personnel, dealers, general managers, and any other client personnel interested in the success of the service and parts departments. Training attendees will gain a better understanding of the daily processes that drive your service operation. Together, we will work to reengineer these processes to effectively implement them in your service department.

This program is designed exclusively for ADP system users to enhance utilization of your ADP computer system. By teaching your employees how to use the system efficiently, you gain the most return from your investment in the system.

Process Reengineering will integrate your investment in technology with enhanced processes resulting in increased profitability and improved customer satisfaction thereby guaranteeing you maintain a competitive edge.



For more information on Process Reengineering™ Service, call ASC Retail Consulting today.

'Education is the key to knowledge but implementation is the key to success'

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Information is subject to change without notice

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