

THE 7 BASIC STEPS OF SERVICE & REPAIR PROCESS

With a standardized process for service management, budgets can be managed and workloads can be distributed. Without those two elements under control, it can be chaos.

1



CHECK IN:

When equipment breaks down, it usually arrives one of three ways. The driver stops in unannounced, the vehicle has broken down and is towed in, or an appointment was made ahead of time. Establishing a baseline for how it arrives and the exact needs, affects everything that happens from this point forward.

2



INSPECTION:

The most underrated and overlooked element of taking possession of a vehicle is the failure to properly inspect it. This is literally everything. The inspection is what helps make accurate cost and time determinations. If this process is done poorly, the rest is difficult to manage.

3



ESTIMATE BUILDING:

This is where you establish the baseline for cost and determine where to source your parts from. You also determine the likelihood of the timeline to accomplish your goals.

4



NEED AUTHORIZATION?:

Authorization may be required at a vehicle level, department level, or may even be required throughout an entire fleet. Tracking it, when it is necessary, is a critical element of service.

5



WORK IN PROGRESS:

Part have been ordered and are here, the technician can now start the job. Under most circumstances, there are not many changes occur at this stage, but larger services will have variations, that can delay and change the scope of work involved.

6



COMPLETION:

Once a service is completed, the service adviser and/or technician should review the scope of work to ensure nothing was forgotten. You may also want note any procedures that need to be revisited after driving for a certain time period.

Vehicles should always checked for any mess or smudges made while the service was performed and be returned to the driver in the cleanest manner feasible.

7



FOLLOW UP:

After major repairs, it is always good to check in with the driver to ensure things are operating smoothly.





FEATURES OF THE FLEET MANAGEMENT SOFTWARE



Seamless Parts Orders

Order from your local vendor or participating dealer, without ever making a phone call.



Photos, Videos, Docs

Document every step of the way with ease from any device with a web browser and Internet.



Search & Copy

Search the system for similar codes encountered or vehicle fixes. Review and copy them forward.



Employee Management

Manage important employee information like jobs worked, and emergency contacts.



Workflow Management

Assign your technicians a service request and keep accurate track of the data through the process.



Calendar Flow

Manage appointments alongside daily, weekly and monthly tasks with our calendar.

BENEFITS OF THE AUTO REPAIR SOFTWARE



PORTABLE

The only system available that can be translated from desktop to mobile device in a seamless manner, right from the web browser.



TEAMWORK

Our entire process is built with your team in mind, no matter how large or small. When everyone is on the same page, the results exceed expectations.



COST

This is our final catalyst. When used according to the 7 steps outlined above, you will reduce cost and maintain a much more efficient fleet.

Contact

