

Service Department with Dispatch or ERO Tune-Up



The Service Department with Dispatch or ERO Tune-Up consists of a 4-day on-site Client Operations Analyst (COA) visit focused on the Dispatch or ERO application. The visit includes:

- Custom assessment identifying training and utilization needs
- Review of dealership processes
- Implementation of “Best Practices”
- Report outlining what the visit and assessment has found

<i>Subject</i>	<i>Process</i>	<i>Results</i>
Review Set-ups and Interface	Review and fine-tune set-ups for Dispatch/ERO set-ups.	When fully utilized ERO will: <ul style="list-style-type: none"> • Minimize Overrides • Increase Productivity/Efficiency • Increase Customer Satisfaction
Daily Functions	Observe daily processes, procedures, and document flow. Review skills and schedules.	Proper management of skills and schedules will prevent over-booking and missing promised times , leading to increased customer satisfaction.
Appointment and RO Write-up	Review all set-ups that affect Hours to Sell.	Proper use of Hours to Sell will maximize the Service Department’s ability to sell time to Service customers . Appointments can be made with confidence that the work can be completed on time.
Alerts and Communications	Review procedures and set-ups for electronic communication between technicians and service advisors, and between the technician and the Parts Department. Train the appropriate dealership personnel on the simple method of obtaining customer and vehicle repair status.	The use of the following elements will increase technician productivity and efficiency . <ul style="list-style-type: none"> • Service advisors and technicians can communicate electronically while remaining at their workstations. • Helps the service advisor communicate information to their customers. • Parts for repairs can be requested from the technician workstations. • Parts can be ready for the technician when they arrive at the Parts window.
Status & Inquiry	Explain how to use the system to monitor: <ul style="list-style-type: none"> • Vehicle Status • Shop Load • Dispatch Priority 	Service personnel are able to monitor the shop activity and take appropriate action. Fewer surprises for service advisors and customers . Dispatch alerts service associates when vehicles will not meet their promised time.

Technician Commands	Review all of the commands available to the technician, including: <ul style="list-style-type: none"> • ALTG commands • Service Pricing commands • History lookup • Flag commands 	Correct usage of all of the commands available to the technician will maximize their time in the service bay.
Review Reports	Review of additional reports available with ERO, concentrating on performance and efficiency.	Provides the manager with the data needed to monitor departmental productivity.
Automatic Labor Time Guides	Review all set-ups, tape load and update procedures. Review usage with service advisors, bookers, warranty administrator and technicians.	Proper use of the ALTGs maximizes warranty claims, while minimizing the time required to complete warranty information on repair orders. Technicians have access to the ALTGs and are able to find out factory times for repairs.
Database Management	Review procedures of entering Op-Codes, Dispatch-Codes, Tech Skills, and Priority Codes.	Establish consistent data input, and maintain clean database files. Information retrieved will be accurate and more meaningful. When Op-Codes are tied to Dispatch-Codes correctly, Hours-to-Sell are more accurate, and work is dispatched appropriately.

Tune-Up Visit Overview

Dealership management will be given a comprehensive report outlining the findings of the assessment. The report will include department accomplishments and recommendations for productivity improvement.

