

MODULE 4

VEHICLE SERVICING PROCESS

Table of Content

- I. Purpose
- II. Manpower
- III. Servicing Procedure
 - 1. Vehicle Receiving
 - 2. On-going Servicing
 - 3. Vehicle Releasing

I. PURPOSE

1. To standardize the business procedure from receiving to releasing a customer for servicing across dealer network.
2. To be able to manage customer's expectations in bringing their vehicles for servicing.
3. To be able to give excellent service experience, and eventually gain loyal customers who are willing to return for service post warranty.

II. MANPOWER

Vehicle Receiving Process

Customer



Guard



SA



Job Con



On-going Servicing Process

SA



Job Con



Leadman



Technician

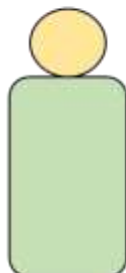


Parts man



Vehicle Releasing Process

Customer



SA



Leadman



Billing staff



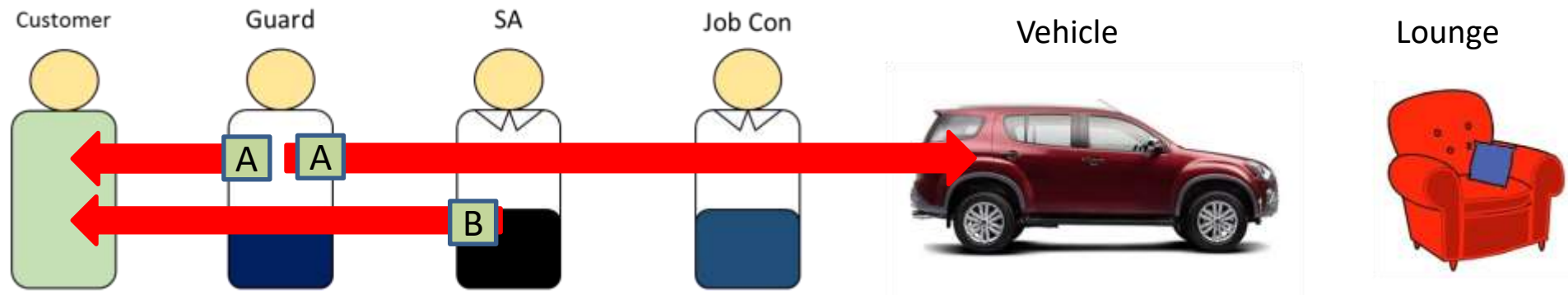
Guard



III. SERVICING PROCEDURE

1. Vehicle Receiving

a. Receiving Customers



Guard

- A** • Halt, salute, greet and direct flow of customer to Service Advisor (SA).
- Put cube toppers for queuing.

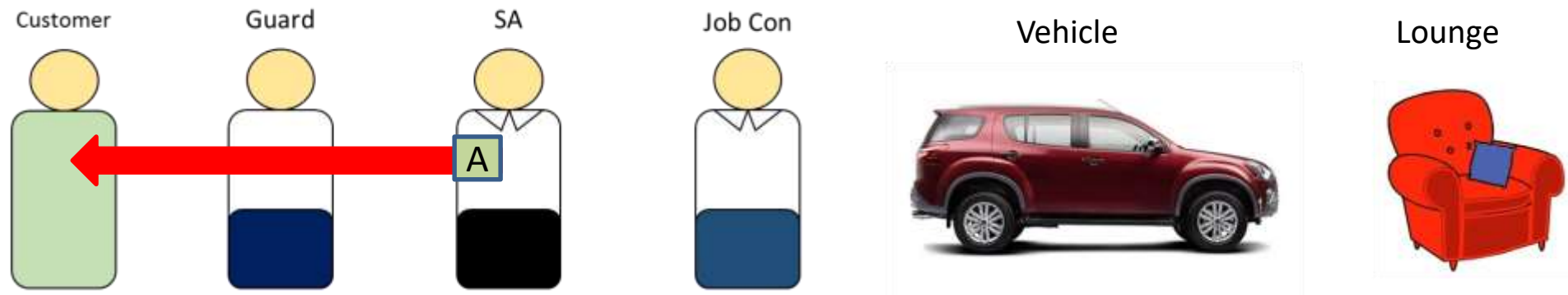
Service Advisor

- B** • Greet customer within 2 minutes from arrival
- Inquires job requested.
- Only SA are allowed to talk and transact service business with customers.
- Must have calling cards in pockets at all times

III. SERVICING PROCEDURE

1. Vehicle Receiving

b. Initial Probe



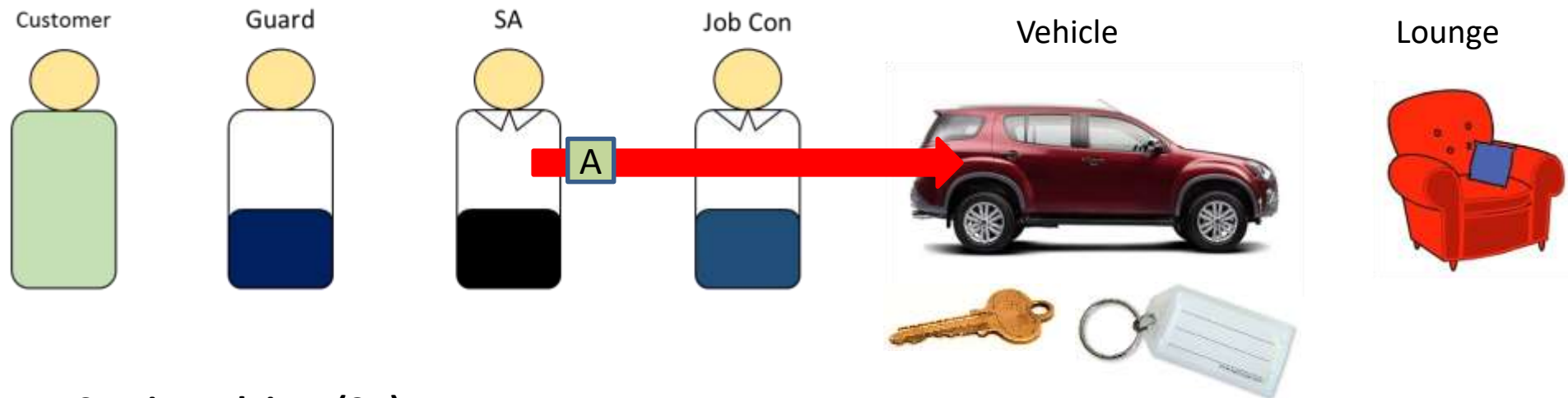
Service Advisor (SA)

- A** • Inquires on customer's needs and requirements based on kilometer reading and vehicle walk around.
- Offers services available
- Upsell is encouraged.

III. SERVICING PROCEDURE

1. Vehicle Receiving

c. Checklisting and Valuables



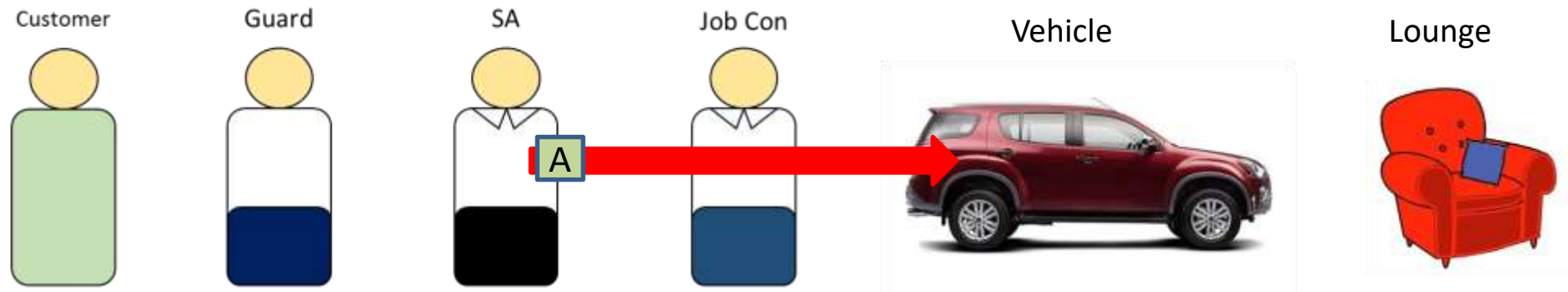
Service Advisor (SA)

- A** • Conduct checklisting for all vehicles (PMS, GJ, WTY, BRP) upon acceptance of JOB
- Key must be tagged with a label

III. SERVICING PROCEDURE

1. Vehicle Receiving

d. Initial Protective Covering and Toppers



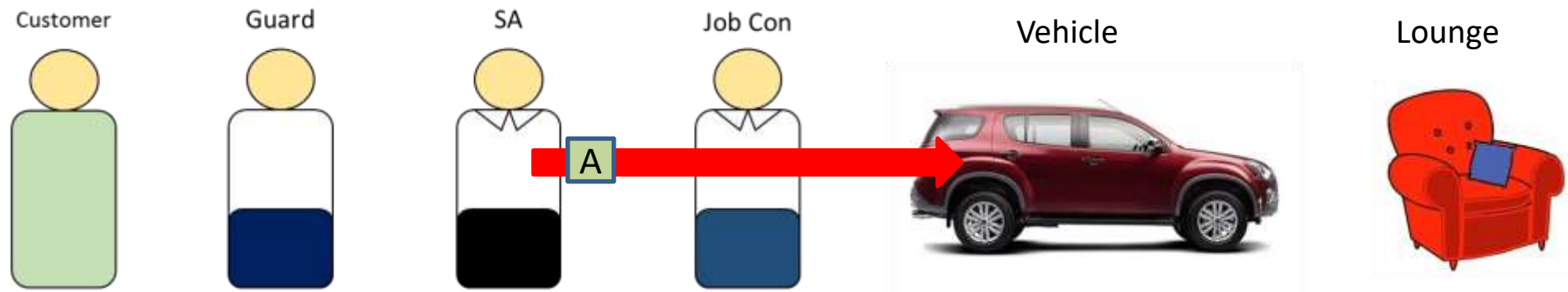
Service Advisor (SA)

- A** • Installs driver seat, floor, shift knob and steering wheel protective covers.

III. SERVICING PROCEDURE

1. Vehicle Receiving

e. Vehicle Status Tag



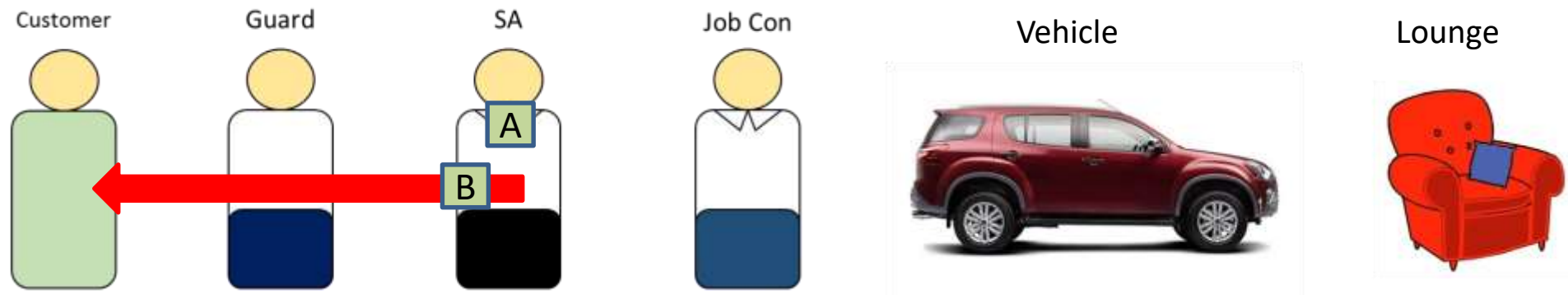
Service Advisor (SA)

- A** • Installs vehicle status tag at vehicle's rearview mirror.
- Fill up necessary information before installing.

III. SERVICING PROCEDURE

1. Vehicle Receiving

f. Job Order Preparation



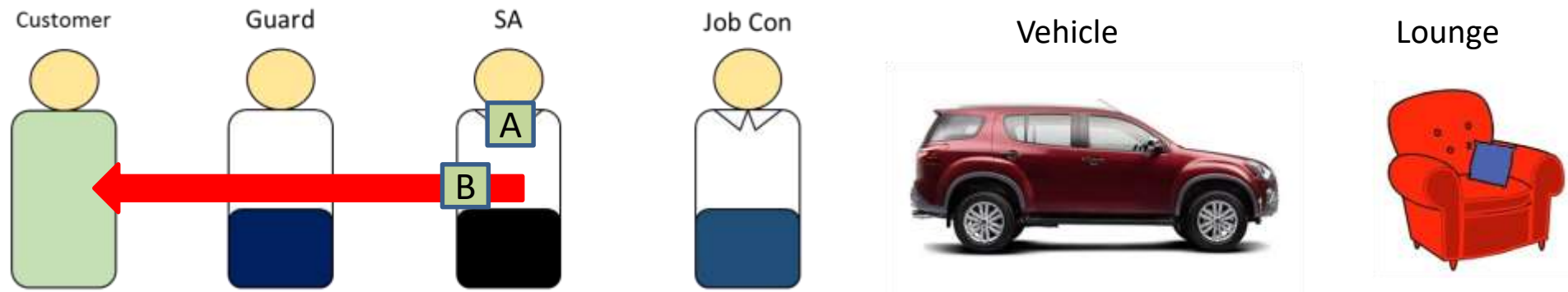
Service Advisor (SA)

- A** • Prepare Job Order based on initial probe.
- B** • Recommends the best services, explains both problem and solution, recommends additional work that may be required for SAFETY and ENHANCEMENT.
 - Ensure customer and vehicle's information must be reflected on the J.O.
 - Informs the customer of completion time (include carwash)

III. SERVICING PROCEDURE

1. Vehicle Receiving

g. Job Order Attachments



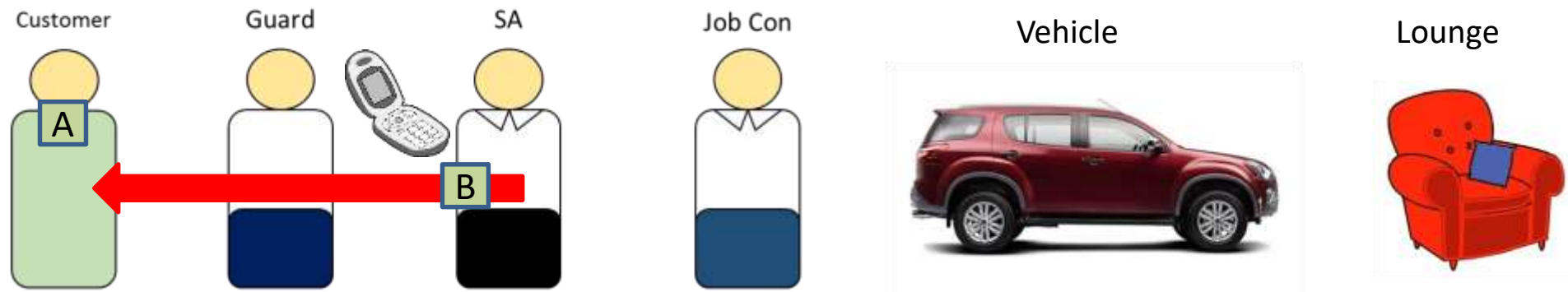
Service Advisor (SA)

- A** • Standard PMS CHECKLIST must be attached by Service Advisor to the J.O.
- B** • Standard VEHICLE CHECKLIST must be attached by Service Advisor to the J.O. duly signed by customer.

III. SERVICING PROCEDURE

1. Vehicle Receiving

h. Customer Confirmation



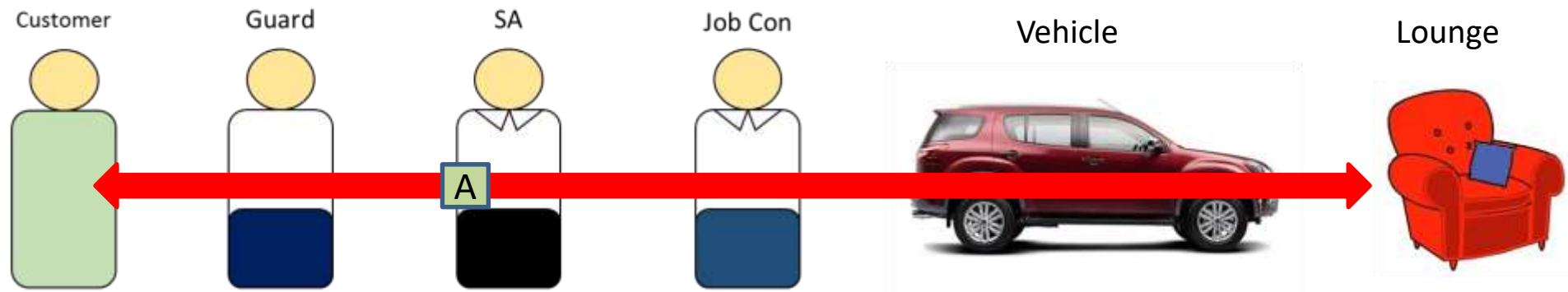
Customer

- A** • Confirms job(s) by signing the Job Order
- B** • If customer is not present, call or send SMS to get confirmation
 - Informs customer of additional job, if not present, call or send SMS to get confirmation

III. SERVICING PROCEDURE

1. Vehicle Receiving

i. Premium Customer and Safety



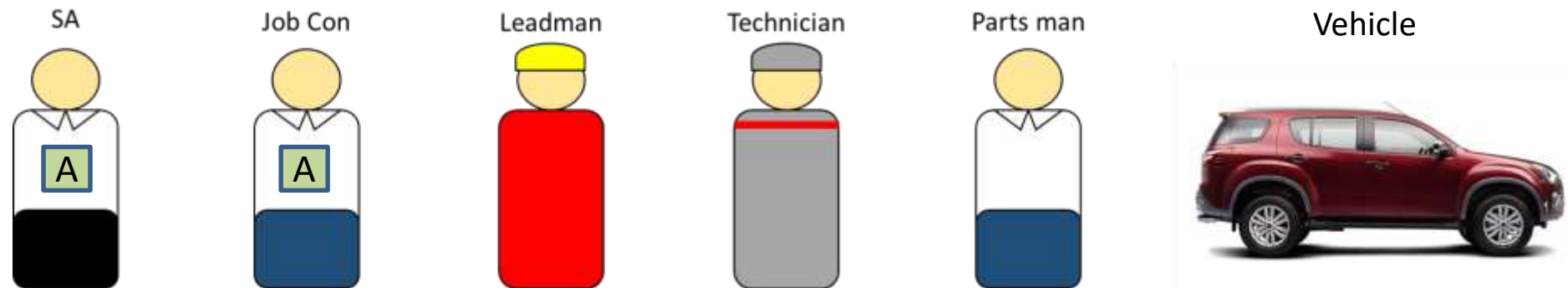
Service Advisor (SA)

- A** • Usher customer directly to customer lounge after JO preparation and confirmation.
- Offers free beverages and today's news paper
- For safety, customers are prohibited from entering the workshop. For special cases, customer may be assisted (for 5 minutes only) by respective SA to and from the vehicle, then back to lounge

III. SERVICING PROCEDURE

2. On-going Servicing

j. Daily receiving Report



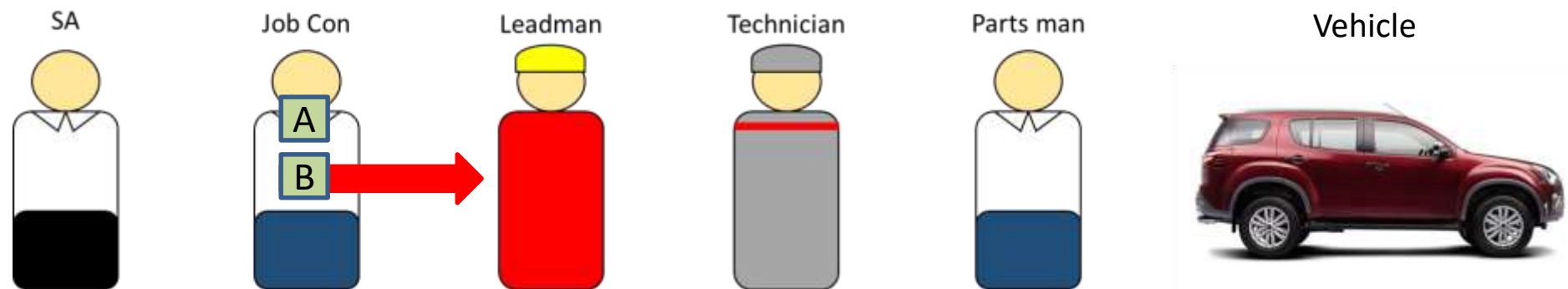
Service Advisor (SA) and Job Controller

- A** • Complete and update a daily receiving report form to monitor all units received and released per day.

III. SERVICING PROCEDURE

2. On-going Servicing

k. Efficient Job Control and Dispatch



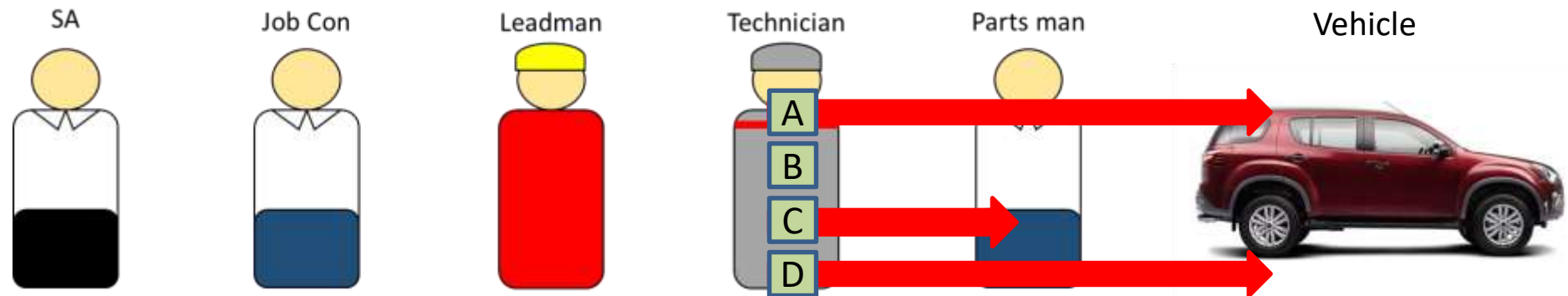
Job Controller

- A** • Manages job order against workshop capacity.
 - Indicates Technicians name on J.O. punches J.O. into bundy clock.
- B** • Dispatches J.O. to leadman using paging system, intercom, or two-way radio.

III. SERVICING PROCEDURE

2. On-going Servicing

I. Basic Work Preparation



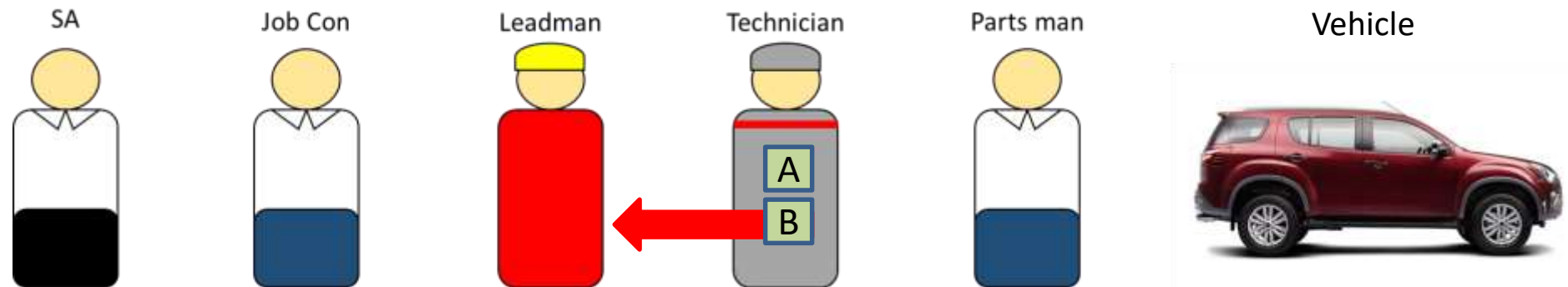
Technician

- A** • Fender covers must be installed to protect the vehicle from scratches.
 - Hood must be closed for safety and security of the engine if no work is on-going.
- B** • Acquire all applicable tools at the tool room (if necessary).
- C** • Get necessary parts, lubricants, and shop materials
- D** • Ensure status on vehicle status tag.

III. SERVICING PROCEDURE

2. On-going Servicing

m. Safety at workplace



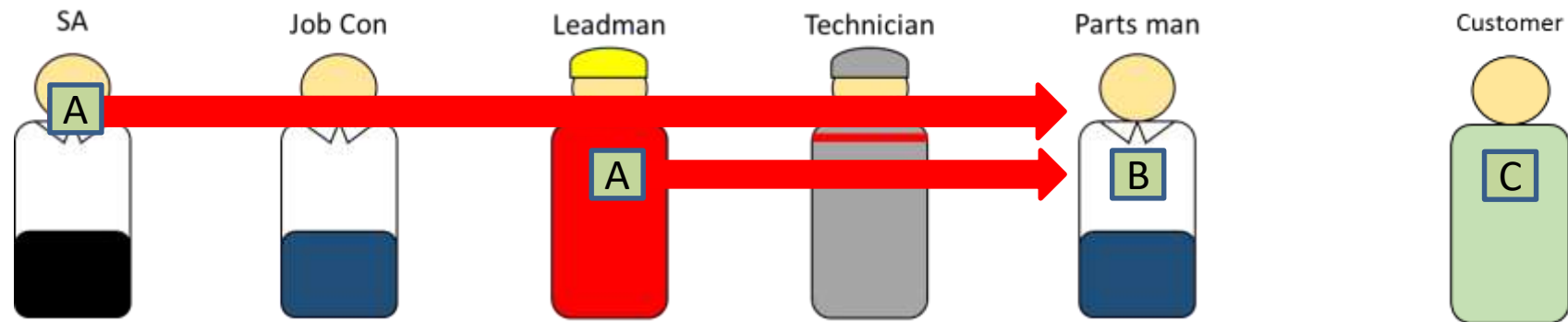
Technician

- A** • Use of re-fabricated, sub-standard, re-welded, unsafe tools or equipment is prohibited.
 - Must be provided with individual sets of hand tools.
 - Ensure work quality and vehicle safety of customer.
 - Horseplay is strictly prohibited.
 - Use canned liquid brake cleaner sprays to avoid inhalation of asbestos from brakes.
- B** • Additional works on vehicle must be relayed to lead man.

III. SERVICING PROCEDURE

2. On-going Servicing

n. Parts Issuance



Service Advisor/Leadman

- A** • Bring the job order (J.O.) to parts counter for ordering.

Parts Staff/Parts Man

- B** • Pick the needed parts on their respective locations.
 - Update inventory records.
 - Process invoice for proper account of the parts withdrawn.

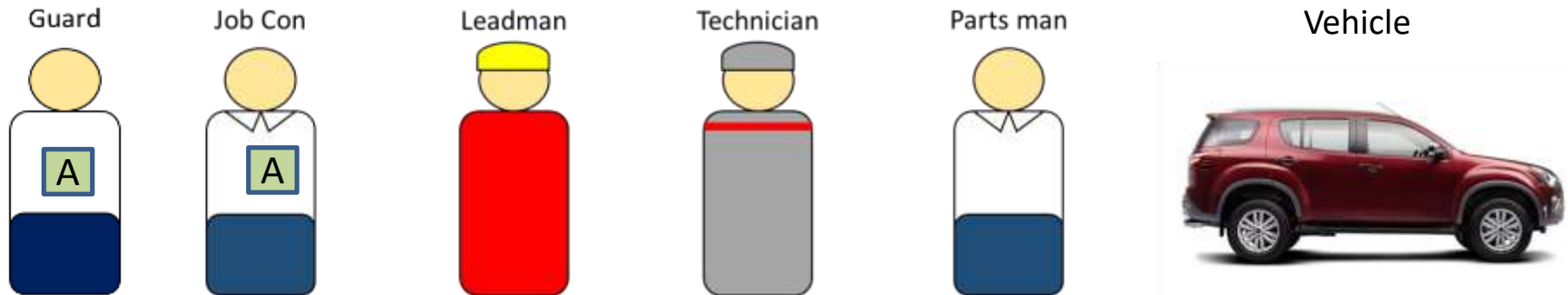
Customer

- C** • Counter check parts condition, sign the parts invoice and gate pass.

III. SERVICING PROCEDURE

2. On-going Servicing

o. Pending Unit Security



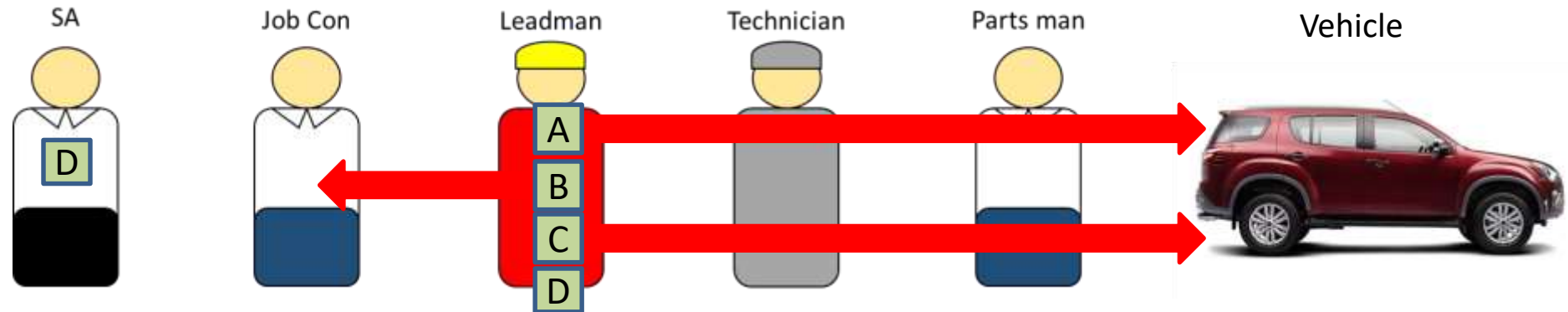
Guard / Job Controller

- A** • Secure key of pending units inside a wall mounted key box with lock.
- Keys must be properly tagged and labeled.
- Pending units must be locked until resumption of works.
- Pending vehicles must be parked and locked inside the workshop area

III. SERVICING PROCEDURE

2. On-going Servicing

p. Completion of Service



Lead man

- A** • Ensures completeness, quality and safety of unit serviced by using a standard CQS checklist.
- B** • Returns J.O. to Job controller for clock punching.
- C** • Ensures all used parts inside a clean plastic bag, and places bag at front passenger floor/rear compartments.

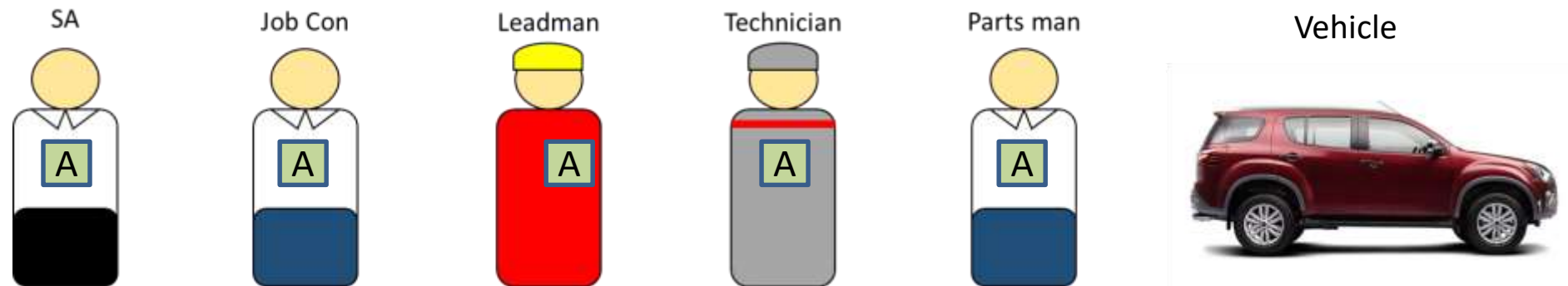
Lead man / SA

- D** • Transfer unit to washing bay.
- Update status on vehicle status tag

III. SERVICING PROCEDURE

2. On-going Servicing

q. Post Service



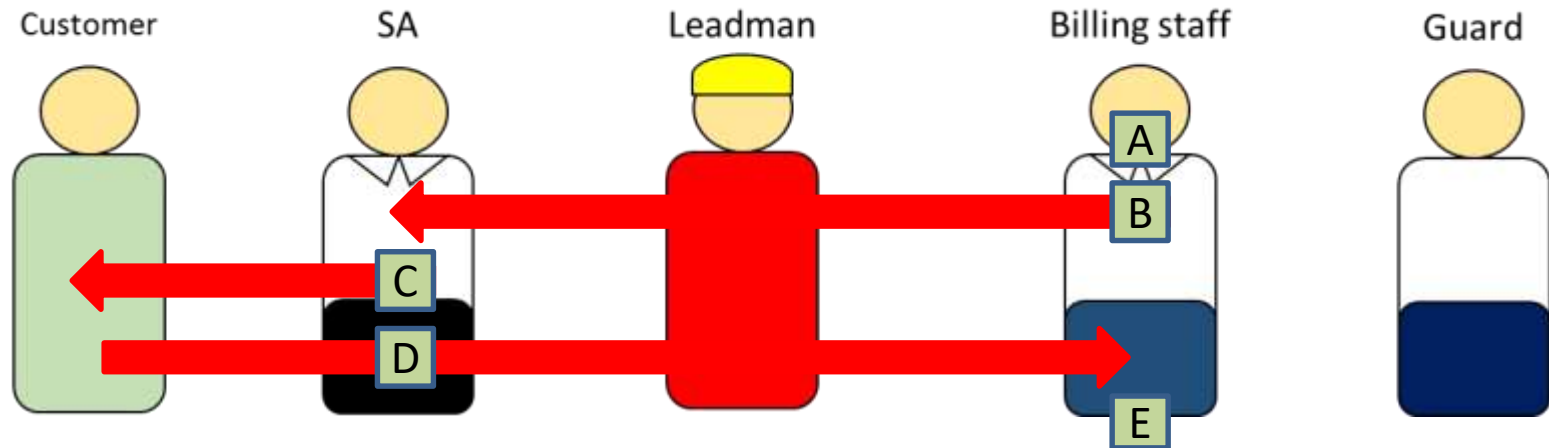
Lead man

- A** • 5S must be performed after every job, after each use of tools, equipment, room, bay or area to ensure safety and efficiency for the next customer.

III. SERVICING PROCEDURE

3. Vehicle Releasing

r. Billing



Billing Staff

- A** • Prepares billing (for parts and labor), JO and Parts Lists must be attached to billing.
- B** • Passed the billing to Service Advisor to relay to customer at lounge.

Service Advisor

- C** • Explain dues to customers discreetly.
- D** • Escort customer to cashier.

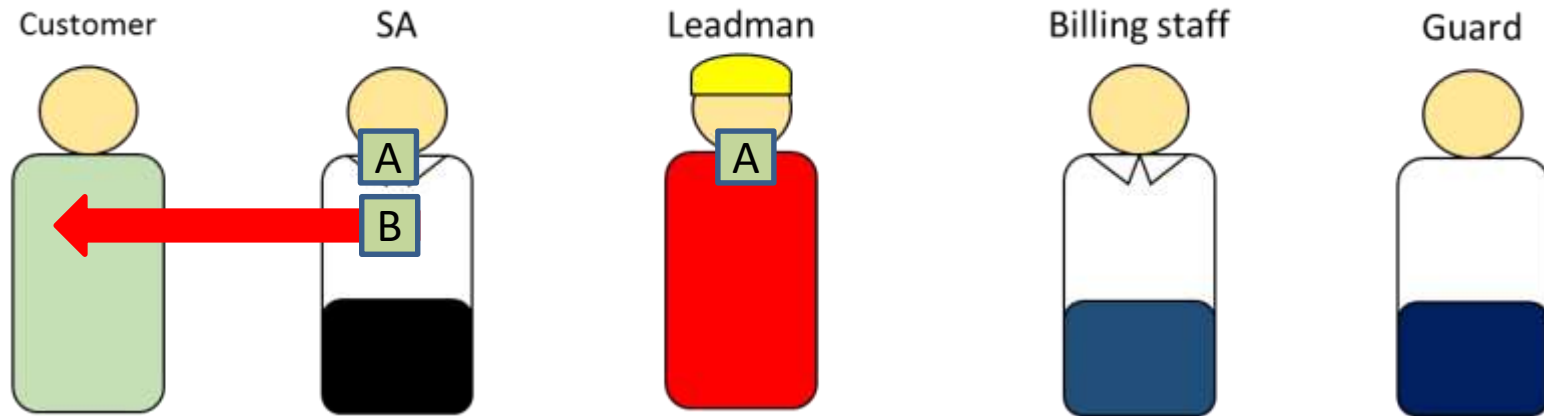
Billing Staff

- E** • Issue Official Receipts at every settlement of customer's bill.

III. SERVICING PROCEDURE

3. Vehicle Releasing

s. Proper Releasing of Customer



Service Advisor/Lead man

- A** • Transfer the vehicle to vehicle releasing box/area.

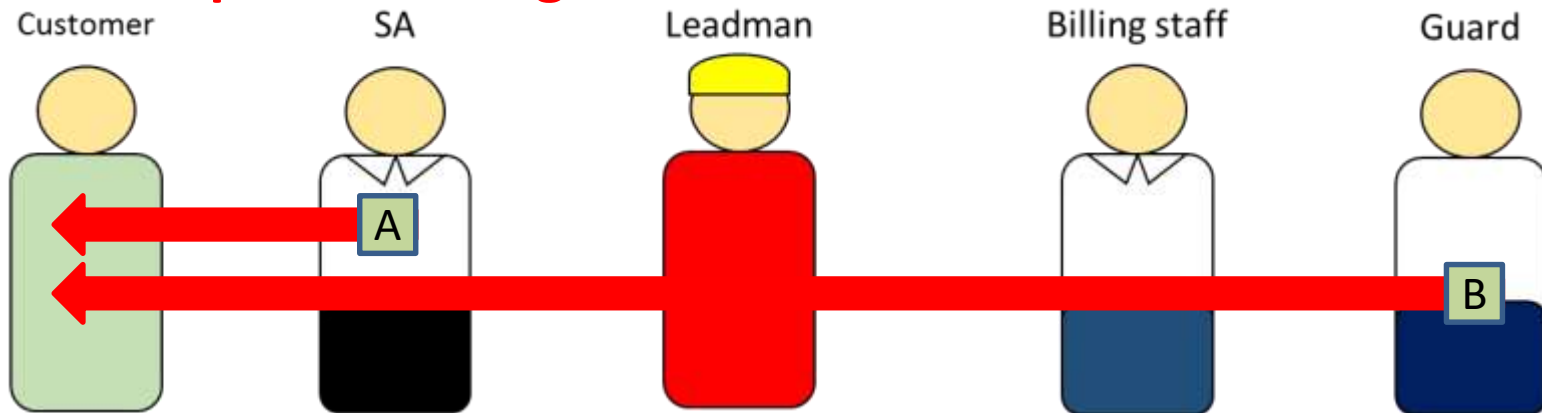
Service Advisor

- B** • Present updated warranty booklet to customer including the gate pass.
- Escort the customer to vehicle releasing area.
- Present the vehicle to customer with open hood, used parts, updated vehicle status tag.

III. SERVICING PROCEDURE

3. Vehicle Releasing

s. Proper Releasing of Customer



Service Advisor

- A** • Have the customer sign vehicle checklist.
- Remove protective coverings.
- Inform customer of vehicle's next PMS check-up.
- Offers calling card
- Invites them to set the next appointment.
- Opens and closes door for customer

Guard

- B** • Pleasantly salute and thank all customer/guest leaving, secure gate pass for reference, controls and directs traffic for customer.