

New 11th Edition Service Management Guide (Flat Rate Manual)



The expanded *Service Management Guide* includes more service management guidance, from training opportunities, to job descriptions, to tool lists and how to manage situations the service department has deal with on a daily basis. The 11th edition offers:

- Extensive updates to previous editions and features additional material provided by dealers, service managers, technicians, and suppliers.
- More than 100 pages of average work unit times for the most common functions RV technicians perform, and service check sheets to serve as a reference for service managers, and technicians.
- A great tool for working with extended service contracts.

The Service Management Guide is designed to provide reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in that sale of service.

Available in two formats: (1) printed on durable cardstock paper with a 3-ring binder, and (2) as a searchable pdf document on CD-ROM.

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