SEF step: Appointment

What should be the outcome of the solution: Customer can be contacted easily.

KPI: Lead time, Right first time.

What do you need (tools): DMS, DDW, EVHC, RFT telephone script, RFT diagnosis check sheet/app.

Who do you need: Service Assistant, Service Manager, Service Advisor

How to:

Step 1: Use the RFT telephone script during calls.

Step 2: The Service Manager/Advisor must use the RFT Diagnosis check sheet/app for recording the information from the customer.

Step 3: The DDW is checked for existing service actions/recalls/tech bulletins that apply to the vehicle.

Step 4: Highlight any repeat work identified.