

SEF step: Arrival

What should be the outcome of the solution: Service Advisors know and understand their tasks and responsibilities. KPI: CEIP Mobility, Lead Time

What do you need (tools): RASIC Excel, Action Plan

Who leads it: Dealer Principal

Who is the target audience: Service Advisors

How to:

Step 1: Define the owner of the actions within the SEF steps.

Step 2: Use a RASIC excel to allocate the responsibilities to each of the service advisors.

Step 3: Agree the areas of responsibilities with the service advisors.

Step 4: Fulfil regular appraisals with the service advisors.