



SERVICE MANAGERS UNIVERSITY

OUR BUSINESS IS IMPROVING YOUR BOTTOM LINE

Topics will be approximately 4 hours in duration with time set aside for question and answer sessions

- Service Benchmarks
- P&L 101
- Account Profitability Analysis
- Understanding Cost per Copy
- Pricing Maintenance Agreements to meet margins
- Proactive vs. Reactive Service
- Manpower Planning & Analysis
- Hiring & Recruiting Practices
- Tracking Service Technician Productivity
- Technician Evaluation procedures
- Using Service Territories to reduce Travel Time
- Open Discussion

This class is specifically designed to use reports and information from BEI Services and is not software dependant!

With our industry's most widely used business model placing the service department in a primary roll as profit producer, this course is specifically designed to help move service management from "Break—Fix" to that of a successful Business Manager. We will be stressing cost containment, how to analyze a P&L, understanding profitability at the account level (or lack of it), how to determine the necessary amount of technicians to meet both productivity as well as financial goals and many other details. For today's service manager to be successful, they must have an understanding of cost analysis and how they can impact that cost in a positive manner. Measuring technicians productivity is critical to insure that labor hours are indeed cost effective. Once we can establish our operating cost, we can also develop a strategy to allow us to price maintenance agreements to enable us to meet business goals and requirements. Without proper M/A pricing, we are guaranteed to fail. Customer satisfaction and growth can be accomplished through shifting service from reactive to proactive, which will be covered as well.

This course should be a MUST for Service Managers! Jack has over 30 years of experience in service management and has met or exceeded the BTA Model Targets for Gross Profit in an actual dealer location. Learn from one who has *done* it, not just talked about it!

The next class of Service Managers University is being held in Little Rock Arkansas, hosted by our friends and first customer, Business World. We will have seating for twenty students April 23—26th with hotel accommodations at La Quinta Downtown LR at \$69 per night. Shuttle service will be provided to and from the airport and the training facility. Cost for four day session will be at \$1,995. Breakfast is served at the hotel & lunches will be provided at the facility by JDC. Pricing does include Monarch Models and projects used to do optional custom reporting for manpower analysis etc. Bring your laptop and files from your BEI data to be able to see the projects using your own information. Books will be provided detailing all information presented.

More details of each topic to be covered will be on our website at www.jackduncanconsulting.com Please call (469) 287-2605 or email for more details.

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