

Service Drive Direct is an in-dealership, hands-on service manager and service advisor coaching, training, skill development and process sharpening “accelerator” focused on the areas that deliver financial and operational results.



Image

Your Dealership...Your Approach: The Image You Want Your Customers to Experience

Service Department KPI's

How well is your service department really performing? Is the service department meeting internal goals? Industry guidelines? Accountability?

Good to Great

Simple.

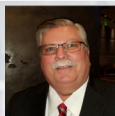
- 75+% Service Absorption
- 78+% Labor Gross Profit
- 38- 40% Parts Gross Profit
- 2.0 – 2.5 CP Hours per RO (excluding express)
- Stall Utilization – 75+%
- Effective Labor Rate within 15% of Door Rate

Service Drive Direct

On-sight & Virtual Support Options

Various Visit Options

- Two 2-day visits (4 days total)
- Three 2-day visits (6 days total)
- Virtual sustainment options
- Customized options as well!



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Who is WSC Strategies?

- We are a team of industry professionals with real-world experience of improving retail automotive dealership fixed operations business.
- Our team has worked with over 1,000 dealers to improve their service & parts departments performance.
- Our in-dealership style and approach differentiates WSC while delivering extraordinary results to our clients.
- Our forward-thinking, dedication and commitment to excellence has been recognized and appreciated by our clients. We bring this level of service to every project we under take.

Product and Services

Service Advisors

- Scheduling for Profits
- Service Drive Write-up
- Five Critical Selling Skills
- Presenting and Selling from the MPI
- Communication Skills
- Personal Styles/Adjusting Your Style
- Service Lane Technology

Service Managers

- Managing the Seven Controllables
- Expense Management
- Service Manager Daily Activity
- Increase Customer Satisfaction
- Improved Retention
- Shop Capacity/Dispatch
- Training 101

Dealership

- Assess Current Dealer Performance against desired KPIs perspectives
- Service & Parts Department Profitability
- Improved Customer Engagement
- Employee buy-in and support
- Service Department Accountability



Improve Execution



Increase Transparency



Enhance Customer Experience



Improve Labor & Parts Sales

Our Approach

Intro Dealer Meeting	→	Dealer & Manager Initial Meeting	→	Dealer & Manager Exit Review Meeting
Process Observation	→	Identify Gaps	→	Develop & Implement Training Plan
Employee Observation	→	Identify Gaps	→	Develop & Implement Training Plan
KPI Assessment	→	Identify Baseline Performance	→	Develop & Implement Performance Improvement Plan

