



Other SOP Processes

1. Biweekly Service manager review of performance, open ROs, and SOPs with advisors. Review contact documentation for all SOPs and hold advisor accountable for any missed communication. Come up with a game plan for customers who have not responded after 2 weeks.
2. Biweekly Parts manager review of performance and SOPs with front counter sales. Review contact documentation for all SOPs and hold accountable for any missed communication. Come up with a game plan for customers who have not responded after 2 weeks.
3. Advisors and counter sales are responsible for maintaining SOP files and documenting all contact with customers regarding SOPs
4. Parts manager reviews SOP bins monthly to ensure no parts have fallen through the cracks
5. Parts manager to review return policy annually to ensure it is competitive but not over-burdensome
6. All prepay exceptions must be signed off by a Service or Parts manager
7. Shop Foreman will hold technicians accountable/ensure proper training after any incorrect SOP is ordered.