

David Sanders

NADA

Fixed Operations Homework

- A. Attached in email
- B. Attached in email
- C. See email
- D. See attachment
- E. We have 8 technicians and run teams, 2 team leaders with 4 technicians on each team!
- F. See attachment
- G. See attachment
- H. Attached in email.
- I. Performance programs we have set up is listed in our pay plans , see pay plans! I will be looking for other ideas to add programs to my store
- J. Attached in email
- K. Special tools are net in a special area and easy for technicians to find please see attached picture.
- L. See attachment
- M. As I reviewed with my technician and advisors on swot analysis I found a lot of things that I already knew and something that needed major attention. There are two things the service advisors need to address and first is proper phone edit kit. We are not handling our phone calls properly and it has cause a lot of problems and loss of customers. So, we have done some on the job training with our advisors and we are seeing much improvement. Next thing I pulled from the analyst. Lube technicians and completion of the MPI process is really hurting us and we are working towards fixing this problem, any help from other will be appreciated. Big thing without technicians is the amount of time of efficiently spent looking for cars on our parking lot due to lack of space. We have assigned service parking and label every repair order on where the vehicle is parked.

## Fixed Operation

### Qualitative Analysis

1. We have a decent customer base in our area and there are 3 other ford dealerships in a 15-20 mile radius
2. We have a mixed group of service personal, service director been working here for 8 years and parts manager 3years with a new group of service advisor along with two 20-year veterans.
3. Charleston area is steady growing with Boeing and Volvo coming along a lot of growth.
4. Our shop capacity is decent we have certified technicians in every area.
5. Our parts department has 95 percent fill rate.
6. General manager is very hands on in each department and very supportive.

### Weakness

1. Weakness is part and service are far apart.
2. Our service hours do not mirror sales hours
3. Parts counter guys do not have the experience and the will.
4. We do not have any room to grow.
5. Need to work on phones skills

### Opportunities

1. We need to set up a better communication between parts and service
2. Express team need faster time on completion of MPI and service intervals
3. Attack business from a wide angle and more fleet company
4. Growing population in the Charleston area.

### Threats

1. We have four other dealers that we lose bossiness too once we don't take care of our customers
2. Properly handing phones calls and not letting call center handle out customers
3. Our wait times are too long
4. CSI need to improve year over year.
5. Warranty labor is 94.44 and our customer labor is 140.00

### Objectives

1. Improve phone skills to better assist incoming calls from customers.
2. Add a team system with lube technicians so they can always follow one process
3. Add a better pay plan so the lube technicians and have a goal to obtain.
4. More friendly working as team and as one.
5. Increase gross profit in the service department.

### Strategies

# Advisors

## Strengths

- We have strong technicians. (SB)
- Not afraid to ask for the sale (BS)
- Diversity and strengths of others (JH)
- We work hard on upsells (AG)
- upsell as a group max all RO's. (DB)
- Care about customers (JA)

## Weaknesses

- Quick lube service (SB)
- Helpful team effort the lack of. (SB)
- Helping each other (JH)
- Proper phone skills
- lack of teamwork (DB)
- Phones answered on time.

## Opportunities

- Fleet business is a big area were we are lacking
- Answering the phone more promptly
- A lot of growth with the correct attitude. (JH)
- Better survey returns and better service (AG)
- Better (SI) and talking with customers (DB)
- Build more business through our area (JA)

## Threats

- missing phone calls equals lost sales and customers
- Teamwork customers need to see healthy work environment.

# Technicians

## Strengths

- good mix of technicians
- Have someone certified in each area
- low come backs
- Fixed first visit pretty high

## Weaknesses

- Hard to find cars
- Parking is bad due to lack of space
- A lot of time wasted searching for vehicles.
- Timesheets take up a lot of time.
- Split teams up
- Numbers / Hours posted for everyone to see.

## Opportunities

- More out<sup>of</sup> tickets per upsales.
- Faster turn around on fleet companys

## Threats

- one transmission technician
- Only two diesel techs.
- A lot of older techs who are paid well.
- Express team needs a lot of improvement.

## Summerville Ford Compensation Plan

<b>Name:</b> ██████████	<b>Business Title:</b> Service Technician
<b>Job:</b> Technician, Automotive	<b>Exemption Status:</b> <u>Automobile Mechanic Exemption</u> , exempt from overtime
<b>Department:</b> Fixed Operations	<b>Reports to:</b> Service Manager
<b>Pay Schedule:</b> Bi-Weekly	<b>Effective Date:</b> March 1, 2017

### Flat Rate Plan

**Flat Rate:** \$35.00 per flat rate hour for customer pay, internal and warranty pay repairs.

### Biweekly Bonus

**Biweekly Bonus:**

- \$1.00 additional per your individual FRH flagged when your total hours flagged is between 80.0 and 89.9 FRH per biweekly pay period as shown on Technician Payroll Report.
- \$2.00 additional per your individual FRH flagged when your total hours flagged is between 90.0 and 119.9 FRH per biweekly pay period as shown on Technician Payroll Report.
- \$3.00 additional per your individual FRH flagged when your total hours flagged is 120.0 or greater FRH per biweekly pay period as shown on Technician Payroll Report.
- \$5.00 additional per flat rate hour for work performed on Diesel mechanical repairs, excludes maintenance. Repair orders must be documented on Technician Payroll Report.

**Training:**

- You will earn \$30.00 for each web-based training course that is completed with a passing score. The certificate must be turned into accounting in order to receive pay.

**PTO:**

- You will receive 15 PTO days (120 hours) per calendar year.

This Agreement supersedes any previous agreements and will remain in effect until a new written agreement has been signed or the employee terminates his/her employment. Employer reserves the right to amend or terminate this compensation plan at any time with reasonable notice to the employee. Any amendment must be in writing and signed by the General Manager. If it becomes necessary for the Employer to amend this plan or it is terminated, commissions will be paid at the next scheduled payroll disbursement based on earned commissions as described in this Agreement, at the date of the amendment or termination of this plan.

The dealership is an "at-will" employer, meaning that your employment has no specific term and that the employment relationship may be terminated at any time at the will of either party on notice to the other. Nothing contained in this commission plan should be understood to alter the nature of the at-will employment relationship, or create a contract of employment for a specific term.

In the event you have questions pertaining to your compensation plan, you are encouraged to discuss them with your manager. If you believe that an improper deduction from your pay has been made you should report the discrepancy to your manager. The reason for the deduction will be thoroughly investigated and if it is determined that an error was made, you will be reimbursed.

By signing below, the employee confirms receipt of this Compensation Plan, confirms that s/he has read the agreement, fully understands its terms, and signs it voluntarily and without coercion. A copy of this document will be placed in the employee's personnel file.

**We are an Equal Opportunity Employer**

<b>Employee Signature:</b>	<b>Date:</b>
<b>Manager Signature:</b>	<b>Date:</b>
<b>General Manager Signature:</b>	<b>Date:</b>

**We are an Equal Opportunity Employer**

**SUMMERVILLE AUTO, LLC**  
**dba SUMMERVILLE FORD**  
**SERVICE ADVISOR PAY PLAN**

**October 3, 2016**

**A. SALARY:**

You will be paid a salary in the amount of \$1,000.00 Bi-Weekly. This payment is normally made on Friday.

**B. COMMISSIONS:**

We will pay you a commission for each customer pay and warranty hour sold (service work) on the Repair Orders that you personally write, as reflected on the Advisor Daily Sales Summary as shown below:

<b>If your customer pay effective labor rate is:</b>	<b>Rate per hour sold</b>
\$80.00 or less	\$3.00
\$80.01 – \$89.99	\$3.75
\$90.00 or greater	\$4.50

We will also pay you a commission of 1.0% of customer pay and warranty part sales on the Repair Orders that you personally write, as reflected on the Advisor Daily Sales Summary.

Service Advisors are exempt from overtime under § 13(b)(10) and § 7(i) of the Federal Fair Labor Standards Act. Therefore, we do not pay overtime premium on any of your compensation. We will review your compensation over the representative period of one year to ensure that your commissions exceed your salary and any other compensation earned.

**C. BONUS:**

You are eligible to receive bonuses as follows:

\$500.00 bonus when your one-month individual Service Experience Index as found Customer Viewpoint is equal to or exceed the Ford Zones one-month average score for overall Service Experience Index Score.

\$250.00 bonus when the Service Department's Service Experience Index as found on Customer Viewpoint is equal to or exceed the Ford Zones one-month average score for overall Service Experience Index Score.

In order to qualify for any of these bonuses, you must have received a one-month minimum of ten

(10) survey responses. In addition, you must satisfactorily complete all of the training required by the dealership and our manufacturers and be actively employed in good standing at the time of payment. Monthly bonuses are normally paid by the 10<sup>th</sup> of the following month.

#### **D. EXCLUSION OF SOME DEALERSHIP INCOME:**

Throughout the year, we may receive reimbursements, rebates, discounts and other payments from our manufacturers, affiliated companies, finance sources and other vendors. Although this is income to the dealership, it may not be included in dealership or finance "profit" for purposes of calculating your compensation under this pay plan. If you have any questions concerning what is or is not included in dealership profit for compensation purposes, please discuss them with the General Manager.

#### **E. OVERPAYMENTS AND ADJUSTMENTS TO THE FINANCIAL STATEMENT:**

In the event that you are paid more than is called for under this pay plan, we reserve the right to deduct such amounts from any future compensation due under this plan. Similarly, from time to time, we make adjustments to our financial statements in accordance with normal accounting and business practices. We reserve the right to make these adjustments, even though they may have effect of increasing or decreasing your future commissions or bonuses.

#### **F. PARTIAL MONTHS:**

Your compensation may be prorated based on the number of days you actually worked in a month divided by the number of workdays in the month.

#### **G. DISPUTES:**

Calculating compensation is complicated and mistakes are made from time to time. Therefore, you are expected to carefully review your compensation to make sure that you understand exactly how it was calculated and to make sure that it is correct. If you have any questions as to how your compensation was calculated, please contact the Business Office and ask for a complete explanation. If you think that you have not been compensated properly, please bring this to the attention of the General Manager immediately. If the matter cannot be resolved to everyone's satisfaction, it may be presented to the Chief Financial Officer, whose decision will be final. **Please note: If you have not reported a problem or discrepancy to us within thirty (30) days of receiving your check, you are acknowledging that your compensation for that period was proper.** So please review your compensation promptly.

#### **H. ADDITIONAL PROVISIONS**

##### **1. Time Records**

Federal law requires that you maintain an accurate record of all hours worked each day and each week. We want to ensure that you are properly compensated for all of the time that you work. This includes meetings and training conducted before and after your scheduled shift. Therefore, we require that you punch or log in in the morning before you begin any work, punch or log out

and back in for lunch and punch or log out only after you have completed all of your work for the day. If you come in on an off day, you must also punch or log in and out to capture that time. **If you work outside your normal work hours or if you communicate with customers via your cell phone, text message or e-mail outside your normal work hours, you are required to report this time the next day by sending an e-mail to your Manager, with a copy to the Business Office, indicating what you did and the amount of time you spent performing these tasks. This time will then be added to your “hours worked” that week.**

**2. Changes**

We do reserve the right to change this Pay Plan and the Bonus Programs from time to time as business conditions dictate. We also reserve the right to make adjustments to your commissions for charge backs or previous overpayments.

**3. Previous Pay Plans and Agreements**

This pay plan is the only agreement in effect concerning your pay and it supersedes all previous pay plans and agreements, whether written or oral.

**4. “At Will” Status**

This pay plan is not intended to be an “employment contract” or a contract for any particular term. Like all of our employees, you are employed on an “at will” basis.

**ACKNOWLEDGMENT OF RECEIPT  
OF SERVICE ADVISOR PLAN**

By signing below, you are acknowledging that you have read and agree to the terms of the foregoing description of the current Service Advisor Pay Plan.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Full Name (please print)

\_\_\_\_\_  
General Manager or Controller

\_\_\_\_\_  
Date

\_\_\_\_\_  
Full Name (please print)

865..... 2014 Ford Escape SE Eco Boost ..... \$14,288  
 46A ..... 2012 Ford Escape XLT ..... \$11,999  
 1592B .... 2011 Ford Escape XLT ..... \$11,937  
 1678A .... 2016 Ford Focus SE ..... \$13,100  
 96A..... 2015 Ford Focus SE ..... \$12,994  
 94A ..... 2015 Ford Focus SE ..... \$11,903

11291A ..... 2010 Ford Focus SE.....  
 10927A..... 2015 Ford Focus Titanium .....  
 11508A ..... 2014 Ford Focus Titanium .....  
 11190A ..... 2015 Ford Fusion S .....  
 P4869 ..... 2015 Ford Fusion SE .....  
 11366T ..... 2013 Ford Fusion SE EcoBoost .

# Great Service Savings!

**Oil Works - \$39.95 <sup>Plus Tax</sup> Oil Change**

**\$10 Rebate**  
**\$29.95 Sale Price**



**Summerville Ford**

5 quarts of oil. Does not include synthetic or diesel. Ford pricing only. For all other makes, call for pricing. Other offers may apply. Must present coupon at time of service write-up. May not be combined with other offers. May not be used on previous purchases. Valid only at Summerville Ford. See dealer for details. Expires 10/20/17.

**Diesel Performan**

**\$99.95**  
**Plus**



**Summerville Ford**

Ford pricing only. For all other makes, call for pricing. Other restrictions may apply. May not be combined with other offers. May not be used on previous purchases. Valid only at Summerville Ford. See dealer for details. Expires 10/20/17.

**Summerville Ford - 9700 Dorchester Rd. - Summerville**

Price: \$14,999

Price: \$10,999

Price: \$13,111

EL	PRICE
.....	\$11,340
.....	\$10,642
.....	\$14,923
.....	\$12,495
.....	\$14,490
.....	\$13,615
.....	\$14,563
.....	\$13,992

STK#	YEAR / MAKE / MODEL	PRICE
L11188B	..... 2016 Lincoln Zephyr Base	..... \$7,990
10765A	..... 2014 Mitsubishi Mirage ES	..... \$10,189
11458A	..... 2013 Nissan Altima	..... \$11,661
11257A	..... 2015 Toyota Corolla L	..... \$13,462
P4532	..... 2016 Volkswagen Passat	..... \$13,990

ment

us Tax

ille Ford

**Lowest Tire Price**  
**Guaranteed**



Summerville Ford

**Summerville  
Ford**

**HURRY IN! ENDS  
10/20/17!**

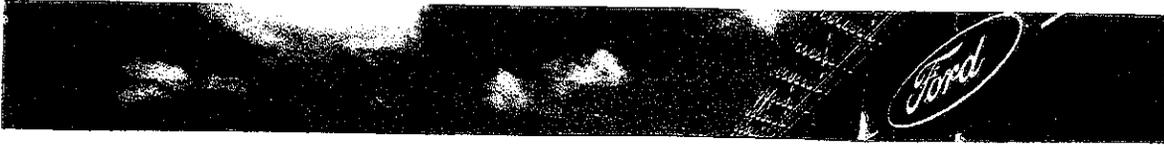
**\$0 DOWN  
ON SELECT VEHICLES**

**NO REASONABLE  
OFFER WILL BE  
REFUSED**

**OVER 254 NEW  
VEHICLES TO CHOOSE  
FROM**

\*\*Available on select in-stock models with approved credit through dealer. See dealer for details. Ends 10/20/17. #17-050312

**Summerville Ford • 9700 Dorchester Rd. • Summerville, SC 29485 • [summervilleford.com](http://summervilleford.com) • 843-873-3550**



Service Experience Survey

We value your input? For each of the following, please select the responses that best describe your service experience at Summerville Ford on (date):

	Excellent	Very Good	Good	Fair	Poor
Overall process of getting your vehicle in for service at Summerville Ford	<input type="radio"/>				

Please mark items below that could be improved:

- Having your vehicle serviced on a day and time convenient for you
- Making you aware of alternative transportation options (shuttle, rental car, etc)
- Efficiency of the vehicle check-in process
- Appearance of the service department
- Having a comfortable waiting area with things to do while waiting
- Other (Please describe)

	Excellent	Very Good	Good	Fair	Poor
Your service advisor overall	<input type="radio"/>				

Please mark the items below that could be improved:

- Understanding your service needs
- Treating you with courtesy and respect
- Treating you as a valued customer
- Advising you of additional service that could be done during your visit
- Answering your questions or resolving your concerns in a timely manner
- Keeping you informed about the status of your service
- Other please describe:

	Excellent	Very Good	Good	Fair	Poor
Overall quality of the work performed	<input type="radio"/>				

	Yes	No
Was your car fixed right the first time?	<input type="radio"/>	<input type="radio"/>

Please indicate the reason your vehicle was not fixed right the first time

- Parts were not available
- Concern could not be found
- The concern developed again after being corrected
- Repair did not resolve the concern
- All of the requested work was not completed

	Excellent	Very Good	Good	Fair	Poor
Length of time to complete your service needs	<input type="radio"/>				
Overall process of picking up your vehicle	<input type="radio"/>				

Please mark below the items that could be improved:

- Vehicle ready when promised
- Amount of time to pick up your vehicle
- Cleanliness of your vehicle when it was returned to you
- Review of the service completed and any charges
- other please describe

	Yes	No
Did we review a Vehicle Report Card with you	<input type="radio"/>	<input type="radio"/>

	Excellent	Very Good	Good	Fair	Poor
Summerville Ford following through on commitments made to you	<input type="radio"/>				

Please tell us how much you agree or disagree with each of the following statements:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I love being a Summerville Ford customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Always telling others about my great experience at Summerville Ford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us how much you agree or disagree with each of the following statements:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The people at Summerville Ford understand how much I rely on my vehicle, and act on it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At Summerville Ford I always know what to expect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summerville Ford is a dealer I can trust 100%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The people at Summerville Ford listen to me and take Me seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your comments are very helpful to us. What wet particularly well during your service experience? What could have been improved:

Legend: blank - remaining; X - completed; C - completed equitably; R - request; E - enrolled  
 PRINT TIP: Use legal size paper for large employee counts (>33)

30 - New Model Training Courses - 30			
The Following Are Bleedive Courses And Do Not Impa			
30N44WV-2012 FOCUS NMT-WBT			
30N43WV-2013 Lincoln MKT Limo Livery NMT-WBT			
30N44WV-2013 Sedan Utility Police Interceptor-WBT			
30N43WV-2013 Escape New Model Training-WBT			
30N50WV-2014 Transit Connected NMT-WBT			
30N51WV-2015 Lincoln MKC New Model Training-WBT			
30N52WV-2015 Transit New Model Training-WBT			
30N54WV-2015 Mustang New Model Training-WBT			
30N55WV-2015 Edge New Model Training-WBT			
30N56WV-2015 F-150 New Model Training-WBT			
30N57WV-2016 MKX New Model Training-WBT			
30N58WV-2016 MKX New Model Training-WBT			
30N59WV-2016 F-650/750 New Model Training Web Course-WBT			
30N58WV-2016 F-650/750 New Model Training Webinar-ONDM			
30N59WV-2017 Lincoln Continental New Model Training-ONDM			
30N60WV-2017 Super Duty New Model Training-ONDM			
30N62WV-2017 Kenia New Model Training-ONDM			
30N62WV-2017 Continental ATC/D Training Update-ONDM			
R550860103-2018 Mustang New Model Overview-ONDM			
R55300103-2018 Expedition & Navigator New Model Training-ONDM			
R551500103-2018 EcoSport New Model Training-ONDM			
	002539254	WRIGHTEN JAMES	Quick Lane
	000215893	ALFORD CHRISTOPHER	Service Technician
	000092660	BACHEFSKI MICHAEL	
	002526085	BLANKENSHIP RYAN	
	000110129	BRUCKER TIMOTHY	
	000218822	HOUGH GERALD	
	001727474	JANES MATT	
	002371171	MOORCROFT CHRISTIAN	
	000174351	RADFORD ALEX	
	000422671	RUCKER JEFF	
	001915466	SPEIGHTS COREY	
	000611854	WALTER STANLEY	
	000216975	WEATHERS DAVID	
	002523755	WYKE JASON	
	000220586	DROZE TIMOTHY	Shop Foreman



32 - Gasoline Engine Repair - 32			
Complete All	34S11W0-3-Base Electrical Theory and Operation-WBT		
	34S12W0-3-Battery Starting & Charging System Theory & Op-WBT		
	34S13W0-3-Electrical Diagnosis Tools and Testing I-WBT		
	34S14W0-3-Electrical Diagnosis Tools and Testing II-WBT		
Complete All	34S14T1-Electrical Diagnosis and Repair-CLASSRM		
Complete All	34S15W0-Electronics Theory & Operation-WBT		
	34S16W0-1-Understanding Electronic Systems-WBT		
	30G11W1-4-IDS - DTC's, HUD's, DMM-WBT		
	34S27W0-3-Network Communication-WBT		
	34S28W0-4-IDS - Oscope, SCM, & PVI-WBT		
	34S29W0-4-IDS - Oscope, SCM, & PVI-WBT		
Complete All	34S19T2-Electronics Diagnosis and Repair-CLASSRM		
Complete All	30S06T0-Noise, Vibration, & Harshness Diag-CLASSRM		
Complete All	32S02W0-Automotive Measuring Tools-WBT		
	32S06W0-Engine Operation Diagnosis & Repair 1-WBT		
	32S07W0-Engine Operation Diagnosis & Repair 2-WBT		
Complete All	32S09T0-Engine Diagnosis & Repair-CLASSRM		
Complete All	30N26W2-4-Hybrid Vehicle Components and Operation-WBT		
Complete All	30N41W0-2012 Focus Electric Components and Operation-WBT		
		WRIGHTEN JAMES	Quick Lane
		ALFORD CHRISTOPHER	Service Technician
		BACHEFSKI MICHAEL	
		BLANKENSHIP RYAN	
		BRUCKER TIMOTHY	
		HOUGH GERALD	
		JANES MATT	
		MOORCROFT CHRISTIAN	
		RADFORD ALEX	
		RUCKER JEFF	
		SPEIGHTS COREY	
		WALTER STANLEY	
		WEATHERS DAVID	
		WYKE JASON	
		DRÖZE TIMOTHY	Shop Foreman

Legend: Blank - remaining; X - completed; C - completed equivalency; R - request; E - enrolled  
 PRINT TIP: Use legal size paper for large employee counts (2-33)

33 - Steering and Suspension - 33			
Complete All	34S11W0-3-asic Electrical Theory and Operation-WBT		
	34S12W0-3-actory Starting & Charging System Theory & Op-WBT		
	34S13W0-3-lectrical Diagnosis Tools and Testing I-WBT		
	34S14W0-3-lectrical Diagnosis Tools and Testing II-WBT		
Complete All	34S14T1-Electrical Diagnosis and Repair-CLASSRM		
Complete All	34S15W0-3-lectronics Theory & Operation-WBT		
	34S16W0-4-nderstanding Electronic Systems-WBT		
	30G11W1-IDS - DTC's, PID's, DMM-WBT		
	34S21W0-3-network Communication-WBT		
	34S28W0-4-DS - Oscope, SCM, & PMT-WBT		
Complete All	34S19T2-Electronics Diagnosis and Repair-CLASSRM		
Complete All	32S02W0-4-utomotive Measuring Tools-WBT		
Complete One	30S06T0-Noise, Vibration, & Harshness Diag-CLASSRM		
Complete All	33H1W1-Suspension Systems Theory and Operation-WBT		
Complete All	33S12W2-Steering System Theory and Operation-WBT		
	33S13W0-4-WBT		
	33S14W1-Steering and Suspension Systems Tools and Testing-WBT		
	33S16W0-4-Tire Pressure Monitor Systems (TPMS)-WBT		
Complete All	33S15T0-Steering & Suspension Systems Class-CLASSRM		
Complete All	30N26W2-4-Hybrid Vehicle Components and Operation-WBT		
Complete All	30N41W0-2012 Focus Electric Components and Operation-WBT		
	WRIGHTEN JAMES	Quick Lane	
	ALFORD CHRISTOPHER	Service Technician	
	BACHEFSKI MICHAEL		
	BLANKENSHIP RYAN		
	BRUCKER TIMOTHY		
	HOUGH GERALD		
	JANES MATT		
	MOORCROFT CHRISTIAN		
	RADFORD ALEX		
	RUCKER JEFF		
	SPEIGHTS COREY		
	WALTER STANLEY		
	WEATHERS DAVID		
	WYKE JASON		
	DROZE TIMOTHY	Shop Foreman	







37 - Automatic Transmission - 37																					
Complete All	34S11V0-Basic Electrical Theory and Operation-WBT																				
	34S12V0-Battery Charging System Theory & Op-WBT																				
	34S13V0-Electrical Diagnosis Tools and Testing I-WBT																				
	34S14V0-Electrical Diagnosis Tools and Testing II-WBT																				
Complete All	34S14T1-Electrical Diagnosis and Repair-CLASSRM																				
Complete All	34S15V0-Electronics Theory & Operation-WBT																				
	34S16V0-Understanding Electronic Systems-WBT																				
	30G11W1-IDS - DTC's, PID's, DMM-WBT																				
	34S27V0-Network Communication-WBT																				
	34S28V0-IDS - Oscope, SGM, & PML-WBT																				
Complete All	34S19T2-Electronics Diagnosis and Repair-CLASSRM																				
Complete All	32S02V0-Automotive Measuring Tools-WBT																				
	30S03V0-Introduction to Automotive Transmission-WBT																				
Complete All	30S06T0-Noise, Vibration, & Harshness Diag-CLASSRM																				
Complete All	37S10V0-Intro to Auto Trans Theory and Operation-WBT																				
	37S11V0-Automatic Transmission Electronic Control Systems-WBT																				
	37S12V1-Introduction to Automatic Transmission Service-WBT																				
	37S13V0-Automatic Transmission Overhaul-WBT																				
Complete All	37S13T1-Automatic Transmission Service-CLASSRM																				
Complete All	37S14W2-Introduction to Automatic Transmission Diagnosis-WBT																				
Complete All	37S15T3-Automatic Transmission Diagnosis-CLASSRM																				
Complete All	37S20W1-Forgnhill 6 Diagnosis & Service-WBT																				
	37S22V0-6F35 Diagnosis & Service-WBT																				
	37S24V0-6R80 Operation and Service-WBT																				
	37S26V0-10R80 Theory and Operation-WBT																				
Complete All	30N26W2-Hybrid Vehicle Components and Operation-WBT																				
Complete All	30N41W0-2012 Focus Electric Components and Operation-WBT																				
Bleedive	37S25V0-6F71 5 Unique Characteristics and Service-WBT																				
	37S19W0-5R110 (Transit) Diagnosis & Service-WBT																				
	37S21V0-6P90 Diagnosis & Service-WBT																				
	37S23W1-1PP56 Operation and Service-WBT																				

WRIGHTEN JAMES	Quick Lane
ALFORD CHRISTOPHER	Service Technician
BACHEFSKI MICHAEL	
BLANKENSHIP RYAN	
BRUCKER TIMOTHY	
HOUGH GERALD	
JANES MAIT	
MOORCROFT CHRISTIAN	
RADFORD ALEX	
RUCKER JEFF	
SPEIGHTS COREY	
WALTER STANLEY	
WEATHERS DAVID	
WYKE JASON	
DROZE TIMOTHY	Shop Foreman







Legend: blank - remaining; X - completed; C - completed equitably; R - request; E - on hold  
 PRINT TIP: Use legal size paper for large employee counts (>25)

52 - Diesel Engine Repair - 52											
Complete All	34S11W0-Basic Electrical Theory and Operation-WBT										
	34S12W0-Battery Starting & Charging System Theory & Op-WBT	X	X	X	X	X	X	X	X	X	X
	34S13W0-Electrical Diagnosis Tools and Testing I-WBT	X	X	X	X	X	X	X	X	X	X
	34S14W0-Electrical Diagnosis Tools and Testing II-WBT	X	X	X	X	X	X	X	X	X	X
Complete All	34S14T1-Electrical Diagnosis and Repair-CLASSRM	C	C	C	C	C	C	C	C	C	C
	34S15W0-Electronics Theory and Operation-WBT	X	X	X	X	X	X	X	X	X	X
Complete All	34S16W0-Understanding Electronic Systems-WBT	C	C	C	C	C	C	C	C	C	C
	34S17W1-IDS - DTCs, PID's, DMM-WBT	X	X	X	X	X	X	X	X	X	X
	34S27W0-Network Communication-WBT	X	X	X	X	X	X	X	X	X	X
	34S28W0-IDS - Oscope, SCM, & PVI-WBT	X	X	X	X	X	X	X	X	X	X
	34S29W1-Introduction to Diagnostic Tools-WBT	X	X	X	X	X	X	X	X	X	X
Complete All	34S19T2-Electronics Diagnosis and Repair-CLASSRM	C	C	C	C	C	C	C	C	C	C
Complete All	30S06T0-Noise, Vibration, & Harshness Diag-CLASSRM	C	C	C	C	C	C	C	C	C	C
Complete All	51S03W2-Diesel Engine Theory and Operation-WBT	C	C	C	C	C	C	C	C	C	C
	32S02W0-Automotive Measuring Tools-WBT	X	X	X	X	X	X	X	X	X	X
	32S06W0-Engine Operation Diagnosis & Repair I-WBT	C	C	C	C	C	C	C	C	C	C
	32S07W0-Engine Operation Diagnosis & Repair 2-WBT	X	X	X	X	X	X	X	X	X	X
Complete All	32S09T0-Engine Diagnosis & Repair Classroom-CLASSRM	C	C	C	C	C	C	C	C	C	C
Complete All	52S01W0-Diesel Engine Repair-WBT	X	X	X	X	X	X	X	X	X	X
Complete All	52S-UPDATE-Diesel Engine Repair Update-WBT	X	X	X	X	X	X	X	X	X	X

WRIGHTEN JAMES	Quick Lane
ALFORD CHRISTOPHER	Service Technician
BACHEESKI MICHAEL	
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MOORCROFT CHRISTIAN	
RADFORD ALEX	
RUCKER JEFF	
SPEIGHTS COREY	
WALTER STANLEY	
WEATHERS DAVID	
WYKE JASON	
DROZE TIMOTHY	Shop Foreman

<u>Tech#</u>	<u>Name</u>	<u>Per hour</u>
2241	GERALD HOUGH	35.00
1284	JEFFREY RUCKER	26.00
1269	MATTHEW JANES	25.00
743	CHRISTOPHER ALFORD	35.00
1231	TIMOTHY BRUCKER	32.00
1298	CHRISTIAN MOORCROFT	20.00
2024	RYAN BLANKENSHIP	16.50
1180	STANLEY WALTER	31.00
1256	MICHAEL BACHEFSKI	25.00
2028	AUSTIN CADDELL	11.00
2031	TYLER HILL	11.00
1313	DAVID WEATHERS	27.00
1143	COREY SPEIGHTS	23.00
2041	WILLIAM FOILES	10.00
2021	JASON WYKE	23.00
1137	ALEX RADFORD	25.00