



Recent Topics for Fixed Management

2016 thru October 2019.....Page 1

Each Topic Provided in These Formats...

Streaming Video, Streaming Audio, Audio Downloads, PDF Executive Summaries and PDF of Presentation Slides

<u>Resource Topic</u>	<u>Year Added</u>	<u>Expert(s)</u>	<u>Direct Resource Link</u>
Health Check: Your Quick Service Operation	2019	Rob Kealey	https://www.dealersedge.com/dnj3
Health Check: The Service Lane	2019	Rob Kealey	https://www.dealersedge.com/dni3
Health Check: Parts Physical Inventory	2019	Mark Payne	https://www.dealersedge.com/dnh4
Health Check: Warranty Administration	2019	Rob Campbell	https://www.dealersedge.com/dnh2
Health Check: Dealership Body Shop	2019	Gary Edwards	https://www.dealersedge.com/dnf3
Health Check: The Parts Department	2019	Chuck Hartle'	https://www.dealersedge.com/dne4
How to Write a Business Plan for Service Growth	2019	Don Tipton	https://www.dealersedge.com/dnc1
Keys to Shrinking W.I.P. & Unapplied Labor	2019	Rob Campbell	https://www.dealersedge.com/dna3
Re-Engineering Express Service...Making it Work	2018	Don Tipton	https://www.dealersedge.com/emk3
Health Check: The Service Department	2018	Ed Kovalchick	https://www.dealersedge.com/dmj4
Fixed Ops Pay Plans... a New Look	2018	Ray Branch	https://www.dealersedge.com/emh4
Auto Technicians: Find, Recruit & Train	2018	Ed Kovalchick	https://www.dealersedge.com/dmh1
The Exceptional Service Advisor	2018	Don Tipton	https://www.dealersedge.com/emg3
Create a "Disney-Like" Experience in Service	2018	Don Tipton	https://www.dealersedge.com/eme2
Habits & Practices- Exceptional Service Mgrs (2018)	2018	Ed Kovalchick	https://www.dealersedge.com/dmd1
Business Math and Analysis for Service Managers	2018	Rob Campbell	https://www.dealersedge.com/dmc3
BDCs to Boost Service & Parts Profits	2017	Joni Stuker	https://www.dealersedge.com/dll2
Re-Thinking the Parts Price Matrix	2017	Chuck Hartle'	https://www.dealersedge.com/dlk2
Declined Service... Follow Up Calling Process	2017	Greg Criss	https://www.dealersedge.com/dlj3
Creating a Professional Image on the Service Drive	2017	Steve Kwiatkowski	https://www.dealersedge.com/elh3
How to Apply For Retail on Warranty Claims	2017	R Campbell & L Young	https://www.dealersedge.com/dlg3
Employing Tablets on the Service Drive	2017	Greg Criss	https://www.dealersedge.com/dld1
Effective Labor Rate Control & Management	2017	Ray Branch	https://www.dealersedge.com/eja1
How to Strap a Rocket to Your Service Performance	2016	Don Tipton	https://www.dealersedge.com/dkja



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Techniques for Recruiting & Keeping Technicians	2016	Greg Criss	https://www.dealersedge.com/dkh3
Service Price: Value...Convincing Customer & Advisor	2016	Rob Campbell	https://www.dealersedge.com/dkf1
Service Pricing Challenge	2016	Les Silver	https://www.dealersedge.com/dka3
Advanced Body Shop Management	2016	Gary Edwards	https://www.dealersedge.com/dkb2
7 Key & Essential Indicators for Service Management	2016	Rob Campbell	https://www.dealersedge.com/dkc2
Avoiding Parts Physical Inventory Horror Stories	2016	Mike Nicholes	https://www.dealersedge.com/dkc4