



Self-study Programme Service Operations 6

**Core Process 5:
Quality Control / Preparation of Vehicle Return**





Welcome to the self-study programme service operations

Dear Volkswagen Service staff,

The self-study programme service operations will provide you with help and support in the service core process.

Process-oriented:

The service core process is the instrument for quality management in dealerships. The service core process is made up of seven core processes that will henceforth be called core process steps to simplify matters. The self-study programme service operations clearly explains all necessary procedures to implement and improve your quality management. The procedure is based on the version *plus* of the service core process. You will find more on information on the *light* and *plus* versions of the service core process in the manual “Best Service Made Easy. Everything about service core processes: *light* and *plus*”.

Ideal typical:

Using an ideal typical procedure at a Volkswagen dealership, knowledge and tips for the service core process will be conveyed.

Individual:

You will accompany three customers with their different orders through the service at a Volkswagen dealership. The aim is for you to adjust to the individual situation of each customer.

It will be your task to organise the quality control/preparation of vehicle return. This will provide you with an overview of your company procedures. The answers provide you with practical details about quality control/preparation of vehicle return that you can use in practice so you can master your tasks in more a targeted way, clearer and thus simpler and more quickly.

We hope that you are interested in our examples and will frequently use our self-study programme service operations for reference.

The groups of people named in the self-study programme service operations refer both to the male and the female form. The female form has been not been used for reasons of readability and simplicity.

Contents

Quality control/preparation of vehicle return in service core process

Quality control/preparation of vehicle return – that's you	4
Small, standard or diagnosis?	5
Overview of activities in quality control/preparation of vehicle return	6
Exercise for quality control/preparation of vehicle return	8

Case studies

K order: Mr Krause	10
S order: Mr Schneider	12
D order: Mrs Damann	14

In Brief

Summarise your knowledge	16
This is what it depends on: Quality Control / preparation of the vehicle return	18

Outlook

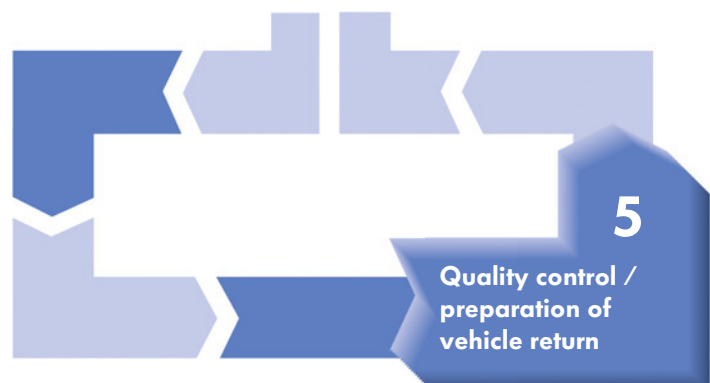
What's next...	21
Abbreviations	21

Service core process – The 7 core processes/core process steps

- 1 Arranging appointments
- 2 Appointment preparation
- 3 Vehicle check-in/creation of order
- 4 Repair/performance of service

5 Quality control / preparation of vehicle return

- 6 Return of the vehicle/invoice
- 7 Post-processing





Quality control / preparation of vehicle return – that's you!

Quality control and preparation of the vehicle return are an important success factor for the service quality. Here you play a part in ensuring that the vehicle can be handed over to the customer in the desired state after performance of the service. Depending on who assigned to this core process step at your company, you will carry out the necessary activities alone or you will work together with colleagues. Thoroughness and accuracy are important here — as in all steps of the service core process. A careful check of the labour operations carried out as well as the perfect preparation of the vehicle and all documents for the subsequent vehicle return are an important element for outstanding quality in work and service.

Avoiding repeat repairs is an important goal here. This is the only way that a high level of satisfaction can be achieved on the part of the customer and also with all members of staff at your service company. Satisfied customers come back — impressed customers stay loyal to your company!

When carrying out the quality control/preparing the vehicle return, you and your colleagues create a perfect basis for the subsequent conversation with the customer. In this way, you avoid situations that cause dissatisfaction, for example, because a discussed labour operation was not carried out or not carried out properly or the car was dirty after the repair. Your work increases the trust of the customer and reassures him that he will get his vehicle back in perfect and fully-working condition. High quality in work and service does not just make customer satisfaction possible, but also creates a pleasant and effective work atmosphere due to clearly defined responsibilities and procedures.

Implement the service idea and thus gain satisfaction among staff and customers — you are in control!

[illegible]

D = diagnosis order
S = standard order
K = small order

The process-oriented classification simplifies the entry into the service core process and can shorten processing times. This requires that all guidelines are followed systematically. For more information, see manual “Best service made easy. Everything about service core processes: *light* and *plus*” in chapter 2: The new order classification)

Small, standard or diagnosis?

Processing order in optimum way

Each order is different. We distinguish three categories according to scope or difficulty of activities involved, i.e. according to the work required for processing.

This classification is used for fast and simple handling in everyday work. Small, standard and diagnosis should not be confused with the order types in the DMS (Dealer Management System like, for example, VAUDIS): N (normal), I (internal), G (guarantee); K (goodwill), NU, GU and KU (U= without VAT) orders.

Order type and customer satisfaction

The right assessment of an order is very important for customer satisfaction. Category K orders (small orders) can be handled more lightly in the service core process. The risk of a repeat repair is relatively low in this category. Customers experience a fast, uncomplicated service, customer satisfaction in the CSS is accordingly high. In category S (standard order) and in particular

in category D (diagnosis order), the risk of repeat repairs is on the rise. The focus should be placed on quality here (for example, by using well trained technicians) to have an effective influence on customer satisfaction in the CSS.



Overview of activities in quality control / preparation of vehicle return

After the exact and complete performance of the repair/ service, it is now important to check the vehicle for all labour operations and prepare it perfectly for a successful return. Your tasks include writing the invoice and compiling all customer documents.

As in all other steps in the service core process, winning the customer's trust with exemplary work and good service and also strengthening it in the long run is at the centre here. Nothing would be more unpleasant than handing over the vehicle and then discovering during the conversation with the customer that discussed work has not been carried out or is not complete or operations that were not agreed on are listed on the invoice.

With your work, you give your customer the security that he can pick up his vehicle and drive home safe in the knowledge that it is fully functional again. Your service gives the customer the good feeling: "Am I in good hands here – they look after me here!"

Your task in quality control/preparation of vehicle return:

You clear the way for the successful performance of the vehicle return and the invoicing with the customer. Carry out the visual and function check of the labour operations described in the order and go on a test drive for standard and diagnosis orders. You should also restore the customer's individual settings on the vehicle. Set the seat position, air-conditioning and radio in the way the customer would like to find it. Traces of the repair on the vehicle must always be removed (fingerprints, dirt). It is always advantageous to clean the vehicle. If the exterior needs washing, the customer should be consulted about this first. A clean vehicle that is ready to drive will definitely lead to greater customer satisfaction. We recommend waiting to remove the steering wheel, the seat and floor mat protectors until the customer arrives. In this way, you show that the car was treated with care and cleanliness was important.

The tasks involved in quality control/preparing the vehicle return also include writing the invoice and collecting all relevant documents for it. On the invoice, also record all work carried out free of charge and all unrepaired faults. These should be noted in the scheduling system. (Unrepaired faults are only the faults that were found, but not asked to be repaired by the customer. Faults that were to be repaired according to the order, must have been rectified after quality control!) After the invoice has been checked and approved by another authorised person, collect all customer documents at a specified location.

Please remember: So that any remaining problems are rectified before the customer arrives and you can clean and prepare the vehicle appropriately, it is necessary to carry out the quality control in good time. Therefore plan enough time for your work and make sure there is sufficient time before the vehicle return.



Exercise for quality control/ preparation of vehicle return

What is the task?

Over the following pages, you will carry out the quality control/ preparation of vehicle return on the cars belonging Mr Krause, Mr Schneider and Mrs Damann. This involves the same orders that you know from the previous books in the self-study programme service operations.

Why should you work on this?

The order is not completed upon conclusion of the customer order by the workshop. The preparation for return of the vehicle that is now required is just as important as the vehicle check-in. Imagine the following situation: A customer is coming in half an hour to pick up his car. He asked for an inspection to be carried out. You then carry out the quality control after the maintenance. You find a stain on the seat cover, see that the steering wheel is smeared with oil and the front right wheel trim is missing.

If there was no quality control nor preparation for vehicle return, these faults would not be found, the vehicle would not be cleaned and the invoice would not be written in advance. Imagine how it would be if the customer had to wait for his invoice, then gets into his vehicle, finds a mark on his seat cover, touches a steering wheel smeared with oil and sees that one of his wheel trims is missing! Your work and your service would seem unprofessional here. This example clearly shows why quality control is necessary after each repair/ performance of service and why the vehicle needs to be prepared carefully for return in line with good service quality.

Of course, the customer can expect that the faults are rectified during the repair, the order is carried out completely and staff work cleanly. However, mistakes can occur from time to time and therefore the quality control staff checks the repair work and provides the opportunity to act in time. At the same time, you thus provide the basis for a vehicle return with which both the customer and your company are satisfied. The order can only be completed without problems if you know all procedures for quality control/ preparation of vehicle return.

Why do this exercise?

The following exercise will provide you with a better overview of the activities in quality control/ preparation of vehicle return. If you deal with the following case studies, you will obtain a reliable structure for your daily work. You can further expand and deepen this. As soon as you develop more of a routine in this procedure, you will feel more secure in your work and manage this core process step more systematically and more professionally in future. You will keep track of things and not be put under time pressure.

How?

Look at the case studies in detail. Then decide which of the listed activities you would carry out in the quality control/preparation of vehicle return by ticking them in the list. Also enter which IT systems you will use for this (e.g. DMS, ELSA, scheduling system) and who will perform the individual activities at your dealership (e.g. workshop manager, service advisor etc.). Use you own observations and experiences when working on the exercises. Please read the case studies carefully. The answers cannot be simply applied to all orders. Each order has its own special factors and may require a different procedure.



"I expect service staff to provide a detailed explanation of all work to be carried out so that I can work out how much it is going to cost."

Customer K: Mr Krause Employee at district court

Information on person for service staff:

Mr Krause always drove a mid-range car from another brand and, this year, decided to buy a Passat estate as he likes the new Passat a lot. He is 44 years old, married, has 3 children and is an employee at the district court. He is visiting the Hansa dealership for the first time.

He is convinced that German products are successful because particular attention is paid to precision. He looks for accuracy and exactness and it is important for him that the service staff also think it is important when dealing with his car.

The vehicle

Passat estate, petrol,
kilometres driven 15,000,
initial registration 12 months ago.

Situation at quality control/preparation of vehicle return

Mr Krause has had his winter tyres changed over to summer tyres.
He had brought the wheels from home.

Following the repair, the quality and completeness of the performed work will be checked. The vehicle and the documents will be prepared for the vehicle return.

Small order (K)

- Clearly distinguished order
- No test drive necessary
- Check-in possible at any time
- Diagnosis-free activities (without disassembly)
- Advance procurement of parts is possible
- Goodwill query
- No specialist activities
- PASS and Fokus offers
- Arranging an appointment is simple
- Dialogue reception is not absolutely necessary


Quality control/preparation of vehicle return — SCP version *plus*

For case study with Mr Krause

Tasks / activities	✓	Systems / instruments	Person
Check in time whether the labour operations listed in the order have been carried out correctly (visual and function check)			
Take vehicle on order-related test drive			
Document quality control on order with signature			
Restore customer's settings in car (seat, radio, air-conditioning etc.)			
Affix service sticker and check service interval display			
Fill in service book			
Ensure vehicle is clean, if necessary, clean exterior free of charge (after consulting the customer)			
Park the vehicle in a customer-friendly manner, i.e. note location on car park, if necessary, attach mirror sign and park facing forwards ready to drive away			
Write invoice: Immediately provide all documents relevant for the invoice			
Write invoice: Use differentiated invoicing rates			
Write invoice: Complete and conclude DISS message			
Write invoice: Document customer complaints on the invoice			
Write invoice: Document additional vehicle faults found that the customer did not want repairing on the invoice (this is obligatory with safety-related faults!)			
Write invoice: List services performed free of charge on the invoice			
Write invoice: Note outstanding faults in the scheduling system with a reminder			
Check and approve invoice as part of the billing (labour operations)			
Gather all order-related customer documents: e.g. invoice, service book, vehicle ID card, inspection form, MOT/emissions test notification, campaign information, ESI, business card, customer survey. Also recommended: small present.			

11

You can download this exercise sheet for printing out from the ServiceNet.



Replace bulbs?
 Replace mirrors?
 Replace wiper blades?
Clear case: Small order



S

Standard order



*“Live and let live.
As long as we understand
each other.”*

Customer S: Mr Schneider

Self-employed painter

Information on person for service staff:

Mr Schneider is 53 years old and a self-employed painter. As a regular customer, he presumes, of course, that staff will have time for him and consider personal contact just as important as he does. After all, others can also benefit from his life experiences. If he feels he is not being understood, he readily explains his problem once again. He has just come back from his first long holiday in Italy.

The vehicle

Touran TDI, reflex silver metallic,
initial registration 20 months ago,
Kilometres driven: 38,000.

Situation at quality control/preparation of vehicle return

On a gravel road in the mountains, a stone from the vehicle in front hit his windscreen. The resulting crack in the windscreen was getting larger. Also the front brake pads and discs were worn.

A new front windscreen was fitted. The front brake pads and discs were also replaced. Mr Schneider wants to come and pick up his Touran today during his lunch break.

Following the repair, Mr Schneider's car will now be checked for the quality and completeness of the work performed. The vehicle will then be prepared for return accordingly. The invoice and documents will be compiled.

Standard order (S)

- Repair scope is limited (from customer viewpoint)
- Possibly carry out test drive with customer
- Inform customer about time required for check-in
- Qualified vehicle check-in necessary (check list)
- Advance procurement of parts possible to limited extent
- Goodwill query
- Buffer times necessary
- Workshop/recall action
- Repair history important


Quality control/preparation of vehicle return — SCP version *plus*

For case study with Mr Schneider

Tasks / activities	✓	Systems / instruments	Person
Check in time whether the labour operations listed in the order have been carried out correctly (visual and function check)			
Take vehicle on order-related test drive			
Document quality control on order with signature			
Restore customer's settings in car (seat, radio, air-conditioning etc.)			
Affix service sticker and check service interval display			
Fill in service book			
Ensure vehicle is clean, if necessary, clean exterior free of charge (after consulting the customer)			
Park the vehicle in a customer-friendly manner, i.e. note location on car park, if necessary, attach mirror sign and park facing forwards ready to drive away			
Write invoice: Immediately provide all documents relevant for the invoice			
Write invoice: Use differentiated invoicing rates			
Write invoice: Complete and conclude DISS message			
Write invoice: Document customer complaints on the invoice			
Write invoice: Document additional vehicle faults found that the customer did not want repairing on the invoice (this is obligatory with safety-related faults!)			
Write invoice: List services performed free of charge on the invoice			
Write invoice: Note outstanding faults in the scheduling system with a reminder			
Check and approve invoice as part of the billing (labour operations)			
Gather all order-related customer documents: e.g. invoice, service book, vehicle ID card, inspection form, MOT/emissions test notification, campaign information, ESI, business card, customer survey. Also recommended: small present.			


13

You can download this exercise sheet for printing out from the ServiceNet.



Quality control/
preparation of
vehicle return

Normal inspection order?
Brakes?
Clutch?
Clear standard order!



D

Diagnosis order



*“Quick, respectful and honest.
I expect that from my staff
and also from my car dealer.”*

Customer D: Mrs Damann

Head of department in a department store

Information on person for service staff:

Mrs Damann is a head of department at a department store. She is 43 years old. She has been a regular customer with her private car for 5 years. From occasional personal conversations it is generally known that Mrs Damann sticks to her opinion when she has to. On the other hand, she is also prepared to compromise.

The vehicle

Golf V, kilometres driven 31,300,
30,000km inspection carried out,
initial registration 28 months ago.

Situation at quality control/preparation of vehicle return

Before this order, Mrs Damann had been to the Hansa dealership twice already about a rattle when the car is cold, once to diagnose the problem and the second time for a repair appointment. Afterwards the rattle was unfortunately still there.

The rattle heard by Mrs Damann while the car was cold was caused by vermin bites in a vacuum hose. The animal damage is not covered by Mrs Damann's fire and theft insurance. The hose could be replaced immediately. The vehicle had to be kept overnight at the dealership so that we could check whether the rattle still occurred when it was cold in the morning. The fault has been repaired.

The repair work will now be subjected to a thorough quality control check. As a small compensation gesture, Mrs Damann's car will be valeted free of charge. All documents required for the return will be gathered and the invoice written.

Diagnosis order (D)

- Repair scope not limited
- Increased diagnosis requirement (test drive, check on lift, ...)
- Repair check-in outside busy times
- Qualified appointment management and check-in
- Difficult to obtain parts
- Goodwill query
- Use of diagnosis equipment necessary
- Specialists required
- Repair history
- Buffer times necessary
- Technical problem solutions
- DISS message required
- Substitute mobility depends on repair duration
- Breakdown
- Sensitive treatment of customer required
- Possibly only advice appointment (operation)
- Use of service technical problem solutions

Quality control/preparation of vehicle return — SCP version *plus*

For case study with Mrs Damann

Tasks / activities	✓	Systems / instruments	Person
Check in time whether the labour operations listed in the order have been carried out correctly (visual and function check)			
Take vehicle on order-related test drive			
Document quality control on order with signature			
Restore customer's settings in car (seat, radio, air-conditioning etc.)			
Affix service sticker and check service interval display			
Fill in service book			
Ensure vehicle is clean, if necessary, clean exterior free of charge (after consulting the customer)			
Park the vehicle in a customer-friendly manner, i.e. note location on car park, if necessary, attach mirror sign and park facing forwards ready to drive away			
Write invoice: Immediately provide all documents relevant for the invoice			
Write invoice: Use differentiated invoicing rates			
Write invoice: Complete and conclude DISS message			
Write invoice: Document customer complaints on the invoice			
Write invoice: Document additional vehicle faults found that the customer did not want repairing on the invoice (this is obligatory with safety-related faults!)			
Write invoice: List services performed free of charge on the invoice			
Write invoice: Note outstanding faults in the scheduling system with a reminder			
Check and approve invoice as part of the billing (labour operations)			
Gather all order-related customer documents: e.g. invoice, service book, vehicle ID card, inspection form, MOT/emissions test notification, campaign information, ESI, business card, customer survey. Also recommended: small present.			

15

You can download this exercise sheet for printing out from the ServiceNet.



Check engine lamp?
Noises?
Navigation failure?
Important: Diagnosis order





Summarise your knowledge

Your result:

You will find all necessary points for a complete quality control/preparation of vehicle return on the answer sheet at the back of this book. If your points match, you will have good knowledge of this core process step at your Volkswagen service company. This answer sheet provides sample- answers — some activities could be very different at your dealership.

If some ticks are missing, this could have several causes. Please check first whether you understand the answer provided. Perhaps you missed something. If the complete solution seems too extensive to you, then you should consider: Why is that? What changes are necessary and possible to allow you complete and professional quality control/preparation of vehicle return? What advantages and what use would this have for you or your company?

Your benefit:

Once you have reliably mastered the core process step quality control/preparation of vehicle return, you will obtain a high work and service quality — the basis for customer satisfaction. This allows repeat repairs and mistakes to be avoided to a great extent. The structured procedure allows your skills to be used to the full. This gives you security; and you will radiate this in front of colleagues and customers.

Quality control

The quality control check you carried out ensures a high level of service quality and secures satisfied customers for your Volkswagen dealership who will gladly come back. The level of service quality is decisively determined by two factors:

- Customer wishes: Customer satisfaction is achieved by whoever is in a position to deliver quality. This means recognising the wishes of customers and to deal with them individually and flexibly.
- Range of services: Customer satisfaction is achieved with a broad support concept and complete services that are performed to excellent quality standards. The most important requirement here is the work quality.

You have a decisive influence on the work quality in particular. Checking all work carried out on the vehicle ensures a perfect repair result. This allows any faults that were overlooked to be found and rectified. Your company is therefore certain that a satisfied customer is leaving your dealership with a perfect vehicle. The more carefully you work, the better you avoid complaints and repeat repairs and secure your company's income. Quality control is also a decisive instrument for increasing and keeping the trust that your customers have in you!



Preparing the vehicle return

Take time to prepare the vehicle. You will often not notice that a car has been repaired upon the first look. Make your work and your service identifiable for the customer and show him that he and his vehicle are in good hands. Small touches like vacuuming the floor mats, emptying the ash tray or cleaning the windscreen help here. Also use the mirror signs. They are a great way to make the service promise visible. The customer sees an additional guarantee declaration by his workshop in this. Because you are promising him that you have completed all points in his order and will immediately help if something is still not right.

Transparency on invoice

Checking an invoice is often unpleasant for the customer. Therefore it is very important to list the individual operations with clear separation and indicate which parts were used for which work. If the invoice can be understood by the customer, it will not be so difficult for him to pay it. He will then have the trust that the invoice is correct and that his expenses will be of benefit for him.

Of course, the work being carried out and its cost would have been discussed in the dialogue reception. The customer determines what work will be carried out depending on how high the invoice will be. The invoice total will thus not develop into a nasty surprise, but is a fixed and transparent figure. Also list the services carried out for free on the invoice. This is an excellent possibility to show service quality and the service range of your company to your customers. If you can do something for free, that is a bonus for your customers — so mention it to them too! Your customers will be pleased about this free additional service and will gladly come back. And exactly this should be your aim. After all, satisfied customers are loyal customers.

This is what it depends on:

Quality control / preparation of the vehicle return in brief

Quality control: Work quality	
Check in time whether the labour operations listed on the order have been carried out correctly (visual and function check)	<p>☞ “We complete our work very thoroughly. Your satisfaction means a lot to us. We pay attention to detail and ensure that your vehicle does not have any faults.”</p> <p>The visual and function check is an elementary part of the quality control. It checks the result of the repair work and thus ensures exemplary quality and functionality. This is important for several reasons:</p> <ul style="list-style-type: none"> – The customer pays for perfect work quality and rightly expects it or even takes it for granted. It is a pillar of service quality. – High service quality creates satisfied customers. Satisfied customers stay loyal to your dealership and thus ensure good utilisation of the workshop and high returns. – Customer satisfaction reflects the service quality from the customer’s viewpoint. The performance of your company is at the same time measured by the service quality. – Your work and service performance should therefore meet the highest requirements in your own interests. <p>☞ 4 Quality control is used to check the work carried out in the previous core process step (repair). Possible faults may go undiscovered if this check is not carried out. It could thus be that the vehicle is then handed over to the customer with incomplete repair work or soiling. Quality control is thus an important step in the core process between repair and return of the vehicle.</p> <p>☞ 6 The vehicle can only be successfully returned to the customer if all faults have actually been rectified and the order was carried out to his full satisfaction. It could be very annoying if a customer has to come back soon afterwards with something to complain about and this was not discovered due to a lack of quality control.</p> <p>☞ 4 7 The customer satisfaction is determined during post-processing. Satisfaction can only occur if the mechanics in the workshop perform high-quality work and there is a thorough quality control.</p>
Take vehicle on order-related test drive	
Document quality control on order with signature	
Affix service sticker and check service interval display	<p>The service sticker allows the customer to check at anytime when his vehicle should be brought in for the next servicing appointment.</p> <p>Sometimes the interval display still flashes after repairs — if this is not noticed, the customer will have to come back to have this corrected. From his viewpoint, there is thus already a repeat repair needed. Also he will doubt whether the inspection really was carried out and, for example, whether the oil was changed or a new filter fitted. Checking the service interval display is therefore very important.</p> <p>☞ 4 The service sticker should not be affixed until the service and quality control has been carried out. The work quality from core process step 4 is checked using the quality control. This control allows faults to be recognised and rectified in time.</p>
Fill in service book	<p>The service book is an important document that confirms what work was carried out when and when the next service should be carried out. If all found safety-related faults have been rectified in service events, the LongLife mobility guarantee should be renewed.</p>

Legend:

- ☞ This message should be received by the customer.
- ☞ Influence on further steps in the service core process

Carry out regular internal workshop tests and derive and implement measures	<p>Quality is not a result, but instead a continuing process with the task of revealing weak points, constantly improving and developing work and service. The check programmes and the workshop test are an ideal possibility to support the quality at your Volkswagen dealership. They help make the quality development in the service operations visible and timely correction possible. Using the test programmes, your service operations can be checked automatically and specifically for how carefully and completely individual repair and service orders are performed. Perfect work quality has very important effects on the results of the service and in turn on overall business. It can, however, neither be achieved nor secured in the long run without checks. Therefore regular checks are among the priority tasks and obligations of the owner, his service manager as well as the workshop manager and service advisor.</p> <p>Customer satisfaction and thus the profitability of your service company has top priority here too as with all core process steps.</p>
Quality assurance: Work through test programmes according to HSO	

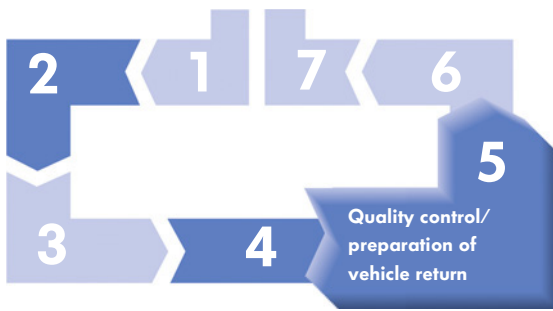
Cleanliness and customer friendliness: Support quality	
Restore customer's settings in car (seat, radio, air-conditioning etc.)	☛ "We know what your vehicle is worth and know what it means to you. We will therefore handle it with care and keep it clean."
Ensure vehicle is clean, if necessary, clean exterior free of charge (after consulting the customer)	The customer can expect that all traces of the repair are removed from his vehicle. This minimum level of cleanliness is thus not a service, instead it belongs to a good work quality. It also involves making individual customer settings on the vehicle as the customer would like to find them.
Park the vehicle in a customer-friendly manner, i.e. note location on car park, if necessary, attach mirror sign and park facing forwards ready to drive away	Furthermore you underline high work quality with obliging, extensive service. By cleaning the vehicle, parking it ready to drive away and perhaps putting a small gift inside, you are not only increasing the satisfaction of your customer, but also showing your professionalism. The image of your company grows with the pleasant feeling that you can give your customers.

Write invoice	
Write invoice: Immediately provide all documents relevant for the invoice	You need the following documents to write the invoice correctly: the order, the material note (grabber note), if necessary, the third-party order (if work, like painting, cannot be carried out at your Volkswagen dealership) and, for servicing: the ELSA check list.
Write invoice: use differentiated invoicing rates	Labour operations with different values require different invoicing rates. The value is determined by whether a special type-specific qualification of the staff performing the work or type-specific work station equipment is required.
Write invoice: Complete and conclude DISS message	If a DISS message was opened for a diagnosis order when the appointment was arranged and was also used in the workshop, it should be completed and concluded here.
Write invoice: Document customer complaints on the invoice	For diagnosis orders: The details from the customer's statement should be documented on the invoice in order to explain precisely the services performed when explaining the invoice. Also, when the vehicle is brought in again, you can see what measures have already been taken by looking at the invoice.

Write invoice: additional faults found on the vehicle that were not asked to be repaired by the customer should be documented on the invoice (this is obligatory with safety-related faults!)	In the interest of your company, also document all of the problems that were found, but the customer did not want them to be repaired. This protects you against later complaints. By informing the customer about faults that are outstanding and were not repaired at his request, you ensure that the customer knows about them. He can then decide himself whether and when he has a repair carried out.
	To legally protect your company, your duties also include clearly stating safety-related faults and listing them on the invoice. The customer trusts your expert assessment. Clearly indicate the risks that could arise due to repairs that were not performed.
Write invoice: list work that was carried out free of charge on the invoice	The image of your Volkswagen dealership will be improved considerably if you carry out some services free of charge. By listing these on the invoice, you will demonstrate your service quality and your professionalism. Your customers will greatly appreciate services that they do not have to pay for and gladly come back. Additional services are therefore an effective means of gaining customer loyalty.
Write invoice: Note outstanding faults in the scheduling system with a reminder	☞ 1 Noting unrepaired faults in the scheduling system is an effective instrument for generating new orders at your company. The service assistant who arranges the appointments can call the customer at a later date with the aid of the reminder and arrange an appointment to repair the problem that was already found. The reminder ensures that your customer comes to you for a later order — and does not go to the competition.
Check and approve invoice as part of the billing (labour operations)	Of course, the invoice should also be complete and correct with regard to the listed labour operations. The invoice can only be approved if the labour operations coincide with the actual work performed and the work times.
Compile documents	
Gather all customer documents related to the order: e.g. invoice, service book, vehicle ID card, inspection form, MOT/emissions test notification, ELSA check list (for servicing), campaign information, ESI, business card, customer survey. Also recommended: small present.	Ensure that no documents are lost and you give them all back to your customer complete. You will put a smile on your customer's face with a small gift on the dashboard (e.g. small bag of jelly babies or sweets). This too is a small, but worthwhile investment in customer satisfaction and customer loyalty.
	☞ 6 7 The vehicle is now ideally ready for return with the help of quality control/preparation. Your customers will express their satisfaction.

Legend:

- ☞ This message should be received by the customer.
- ☞ Influence on further steps in the service core process



What's next...

... in your self-study programme service operations.

... **Individual:** for the situation at your dealership.

... **Process-oriented:** for quality management.

... **Ideal typical:** for Volkswagen dealers.

The next core process steps with the customers
Mr Krause, Mr Schneider and Mrs Damann ...

If you want to work on your communication skills,
training courses are the direct and most effective way.

If you have specific questions and problems with the service
core process, your service quality regional manager will help.



Abbreviations

CSS	Customer Satisfaction Survey
D	Diagnosis order
DISS	Direct Information System Service
DMS	Dealer Management System
ELSA	Electronic service information system
K	Small order
PASS	Package offer service system
S	Standard order
SKP	Service core process
TPL	Technical problem solution
TPS	Scheduling system
VAUDIS	Volkswagen/Audi Disk System
WIV	Maintenance interval extension

Personal notes

[illegible]

© Volkswagen AG, Wolfsburg
All rights reserved.
Article no. VW.2890.06.20
As of 10.2007

Volkswagen AG
Service Training VSQ-1
Brieffach 1995
38436 Wolfsburg

♻️ This paper was manufactured from pulp that was bleached without the use of chlorine.