

# Kubota Service Manager Development Program

## Option Sorter

	No	Partial	Yes
1. On a scale of 1 to 10, how familiar are you with service department financial statements; are you comfortable using them as a management tool?	1	2 3 4 5 6 7 8	9 10
2. Do you have a service scheduling system/tool that allows anyone to identify the status of any service unit at any point in time?	No	Partial	Yes
3. Are you measuring and monitoring technician efficiency by tech and for the total shop on a daily, weekly, monthly and annual basis? Do you know what your current efficiency level is?	No	Partial	Yes
4. Do you have an incentive program in service that is effective at motivating service employees?	No	Partial	Yes
5. Are you using flat rate billing?	No	Partial	Yes
6. Do you currently prepare an annual budget for the service department, and do you monitor actual results to compared to budget each month and adjust accordingly?	No	Partial	Yes
7. Do you have a clear process for coordinating with the sales department so work flows smoothly?	No	Partial	Yes
8. Do you have a written organization structure for the service department?	No	Partial	Yes
9. Do you have written job descriptions for each of the roles in the service department?	No	Partial	Yes
10. What is your service department profitability level?	Loss (or unsure)	Break-even or small profit	Service Profit 10%+ of Labor Sales
<b>Results</b>	More answers on the left = better fit for the 12- to 18-month program		More answers on the right = better fit for the 4- to 6-month program

If you have any questions or uncertainty on which program is best for your dealership, please contact Spader and ask for Kubota program advice: 800.772.3377 or [info@spader.com](mailto:info@spader.com).