



M&K QUALITY TRUCK SALES IS BOOSTING SHOP PRODUCTIVITY AND IMPROVING CUSTOMER SATISFACTION WITH MVASIST/PRO.



“Providing accurate repair estimates in a timely manner for customers is essential for our business to succeed and grow. MVASIST/Pro is now used for every customer and every service transaction and it’s improving our operation by setting the tone for enhanced productivity.”

Ron Meyering,
President,
M&K Quality Truck Sales

A group of truck dealerships serving the state of Michigan with locations in Byron Center (Grand Rapids), Holland, Fremont, Dorr and Kalamazoo, M & K Quality Truck Sales is an authorized dealer for Volvo Trucks North America, Mack Trucks, GMC and Hino.

NEEDS

For M&K Quality Truck Sales, there were clear challenges related to providing customers with repair estimates. In these cases, inaccurate estimates could lead to disputes.

MEETING REQUIREMENTS - By law, the State of Michigan requires truck dealers to provide customers with written estimates for all repairs.

ELIMINATING INACCURACIES - M&K found that its manual process for creating repair estimates was leading to inaccuracies. In some cases, two estimates developed for the same repair on the same vehicle were different, depending on who prepared them.

SOLUTIONS

Today, M&K Quality Truck Sales is using the “Pro” version of the MVASIST Service Management Platform. Developed through a partnership between Decisiv and Volvo Trucks, MVASIST is designed to help fleet service managers improve communications, control costs and maximize uptime.

Unlike the MVASIST/Fleet only version, which is limited to national fleets with pre-negotiated part pricing and labor times, MVASIST/Pro lets M&K enter all of their customers and vehicles. In addition, M&K can customize parts and labor pricing, and set labor times.

- With MVASIST, M&K is able to create an accurate estimate for every customer vehicle that comes into its shops. M&K chose the MVASIST/Pro full use version to serve local customers as well as national accounts that need service in its area.
- M&K also opted for MVASIST’s three-day Level II Training Program, which includes process, customization and application training for managers and service and parts personnel. Management staff also actively participated in the training, which included both classroom and service and parts counter sessions.

RESULTS

MVASIST/Pro has provided M&K Quality Truck Sales with a uniform platform for developing accurate and timely repair estimates. In addition to enabling the dealership to meet State of Michigan legal requirements for written estimates, among the advantages of adopting the solution are:

BOOSTING REVENUE - By automatically coaching service writers to include associated repairs and suggest related repairs to customers, MVASIST/Pro helps M&K service advisors better service their customers by suggesting appropriate related operations like fluids, belts and filters. The result is reduced comebacks, improved customer satisfaction and increased revenue per repair order.

IMPROVING PRODUCTIVITY - With MVASIST/Pro, M&K has experienced an increase in shop productivity. The improvement is based on the ability to develop estimates that provide technicians with expectations for time standards and accurate detailed parts lists that can be accessed quickly and easily.

ENHANCING CUSTOMER SATISFACTION - The MVASIST/Pro platform at M&K is credited with improving customer service by producing accurate estimates faster and fostering better communication. Customers are not only pleased with the dealership’s service but the number of disputes over estimates and repairs has dropped off significantly since MVASIST/Pro was adopted.

“We strongly recommend the full three-day onsite training program that MVASIST offers users of the MVASIST/Pro platform. This offering provides a better grasp of how to use the platform, and with trainers on hand as you find issues you get answers immediately. It’s really the best of both worlds.”

Ted Pilecki
General Manager
M&K Quality Truck Sales

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