**ATMC Conference**

**Denver, Colorado**

**April 2017**

**Discussion Group Topic**

**The Complexity of Complete Repairs**

Points that came out in the discussion:

* Communication cycle from inception to completion
* Value communication
* Shop flow/function to support complex repairs
* All steps, all processes and correct tools
	+ All vital to outcome of repair
* Customer explanation vs real issue
	+ Service Advisor as interpreter
* Setting expectations of maintenance
* Flat rate not conducive to quality and complex repairs
* Diagnosis process is not followed
	+ Technician gets lost in repair attempt
* Quality control efforts are not compensated