

ADP SERVICE PRICING

N e w s l e t t e r

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A letter from the Director of Operations...

My name is Larry Cochran, I am the Director of Operations at ADP Hayes-Ligon. We at ADP Hayes-Ligon are preparing to enter a new Fiscal Year. As with any new threshold, it gives us the opportunity to reflect on the past and plan for the future. I have spent much time planning how we can provide a higher quality of service and product to you, our clients! I am going to provide a "behind the scenes" look at the foundation that we have developed to ensure that the products and service our clients receive in FY00 surpass all previous years.

CSI, sound familiar? Customer Satisfaction Index – we have those ratings. Our clients receive a survey at least once each year. Approximately 22% of our clients return the survey and our service scores have improved OVER 25% this past year. For that, we are elated and grateful. We are NOT complacent – there is always room for improvement and that is our goal.

CSI scores have improved 25%; what is that telling us? Will our clients provide unsolicited positive references of our product to other clients? Will clients suggest that our products are one of the most highly valued tools to bring revenue into the parts and service departments? Will our clients not even remotely consider our competition? My fear is that while our CSI scores are at an all time high – the other questions asked here may not result in the answers that I would like to hear.

This prompted further thought, is satisfaction our goal?

Satisfaction: *Anything that brings gratification, pleasure, or contentment*

Do I want our clients to be content? Yes, I do. But I also want to provide services and products that afford intense or eager interest, something stimulating strong interest or zeal.

Enthusiasm: *Intense or eager interest
Something arousing such interest or zeal*

To compete in the Service Pricing and Warranty Tools market, we need to surpass a goal of clients being merely satisfied – it will be **enthusiastic** clients that will take ADP Hayes-Ligon into the new millennium.

We are preparing many initiatives to reach our goal of high CER (client enthusiasm rating) scores. You will be hearing about these initiatives throughout the year. We will also be conducting CER surveys, expect to hear from us soon! Additionally, if you have feedback to help switch our directions from satisfied clients to enthusiastic clients – please call me personally. I am pleased to spend time discussing services and products with our clients.

Lastly, as I mentioned we have completed our Fiscal Year with the writing of this letter. It has been a good year for us and we are appreciative. Our General Manager Jeff Harrison, myself and our entire ADP Hayes-Ligon staff would like to thank you for using our product(s) – we hope we have contributed to your accomplishments. Our best wishes and continued success in the future.

-Larry Cochran
Director Of Operations, ADP Hayes-Ligon

More Phone Shop Perfection

Congratulations to all those who received a 100% score on Phone Shops for the month of May. They all gave to-the-penny quotes, did not transfer the incoming callers to alternate departments, and asked the caller for their business.

I28 Sales, Inc.
Acura of North
Asheboro Nissan
Asheboro Nissan
Beaudry Acura
Civic Motors Ltd.
Deery Brothers
Gunther Motor Co.
Herzog Meier Auto Center
High River Honda
Honda of Spokane
Honda of Spokane
Martin Honda - DE
Martin Honda - DE
Martin Honda - DE
Martin Honda
Martin Honda
Martin Oldsmobile
Martin Oldsmobile
Novato Toyota
Quality Toyota, Inc.
Reeves Import Motorcars
Regina Honda
Schneider & Nelson Porsche
Semersky Porsche
Streater Smith Nissan
Sunnyside Porsche
Superior Nissan - AL
Terry Shaver Pontiac
Thomas Motors Downtown
Towne Ford, Inc.
Whitby/Ooshawa Honda
Wilder Toyota

Victor
Mario
Dale
Mark
Rich
Stephane
Gary
Brent
Dale
Bonnie
Randy
Debbie
Joe
Mark
Andy
Chuck
Bill
Bill
Tony
Torrie
Chris
Skip
Steve
Rich
Ken
Jeff
John
David
Steve
Ron
Julie
Bruce
Carrie

New Enhancements

As always, we are working hard to add all the new enhancements that you have expressed a desire for. The following are the newest enhancements:

- **Acura Canada:** Three new operations added: Upper control arm – replace, Front coil springs – replace, and Rear coil springs – replace.
- **BMW:** 1999 model year information for the following sections; Fuel System, Brakes, Body/Internal Accessories, and Body/Retail Accessories.
- **Chevy Truck Canada and GM Truck Canada:** Now have 1999 model year information.
- **Chrysler US, Dodge US (exc Viper), Dodge light Truck US, and Plymouth US:** Electrical sections now contain 1999 model year information.
- **Ford US:** All sections now contain 1999 model year data. This includes updated labor times from the 1999 Chilton Labor Guide Manual. Two new operations: AT90 – Automatic Trans Remove and Install, and ST43 – Manual Trans Remove and Install.
- **Isuzu US:** Amigo, Rodeo, Trooper, Hombre, and Oasis now updated for 1999 model year.
- **Toyota Canada:** Internal and Retail accessories now contain 1999 model year information and three new operations. FS60 – P/S Pump replace, AT90 – Automatic Trans Remove and Install, and ST43 – Manual Trans Remove and Install.
- **Toyota US:** Three new operations: FS60 – P/S Pump replace, AT90 – Automatic Trans Remove and Install, and ST43 – Manual Trans Remove and Install.
- **Nissan US and Canada:** New operation EN18 – Front crank seal – Replace

