

# SHOP RATING QUIZ

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Rate each area on a scale of 1 – 10  
(1 being the lowest and 10 being the highest).

1. We maintain an accurate accounting of all our technicians time.

2. Warranty claims are filed on a weekly basis.

3. We understand what our warranty recover rate is by vendor.

4. We use flat rate billing (SLR) on the majority of repairs that come through our service department.

5. We have a defined written process in place for equipment entering and leaving the service department.

6. Our compensation program helps to drive both the quality and speed of the equipment repair.

7. All technicians are required to attend manufacturer training.

8. Seldom are the techs pulled off work orders to do non-billable tasks.

**TOTAL / 8 =**