

As a Service Manager, you understand the critical role that Multi-Point Vehicle Inspections (MPVIs) play in your department's success. A well-executed MPVI process can significantly boost customer satisfaction, increase revenue, and improve overall operational efficiency. However, even if you already have an MPVI process in place, there's always room for improvement. This guide will walk you through ten key areas where you can enhance your existing MPVI process, taking it from good to great.

1: Standardize Your Inspection Form

The foundation of any great MPVI process is a well-designed, standardized inspection form. This form should be comprehensive, covering all critical vehicle systems and components, yet easy for technicians to complete efficiently.

A standardized form ensures consistency across all inspections, regardless of which technician performs them. This consistency is crucial for maintaining quality and building customer trust. When designing your form, involve your technicians in the process. They can provide valuable insights into what should be included and how to make the form more user-friendly.

Consider organizing the form in a logical order that follows the typical inspection flow, from exterior to interior to under-the-hood checks. This can help technicians work more efficiently. Also, include a section for additional observations or recommendations. This gives technicians the flexibility to note any issues they spot that may not be covered in the standard checklist.

Pro-tip: Include a mix of check boxes and space for detailed notes. This allows for quick completion of routine checks while providing room for technicians to elaborate on specific issues.

Tripping point: Overly complex forms can lead to incomplete or rushed inspections. Strike a balance between thoroughness and usability.

Thought starter: Consider digital forms that can be filled out on tablets. These can streamline the process, reduce paper waste, and make it easier to share results with customers.



2: Invest in Technician Training

Even the best MPVI form is only as good as the technicians using it. Regular, comprehensive training ensures that all your technicians are performing inspections to the same high standard.

Training should cover not just the technical aspects of the inspection, but also the importance of the MPVI in the overall customer experience. Help your technicians understand how their thorough inspections contribute to customer satisfaction and the dealership's success. This can increase their buy-in and motivation to perform great MPVIs consistently.

Consider creating a training manual that outlines your MPVI standards and procedures. This can serve as a reference guide for technicians and a training tool for new hires. Regular refresher courses can help keep everyone up-to-date on any changes to the MPVI process and reinforce best practices.

Pro-tip: Incorporate hands-on training sessions where technicians can practice completing MPVIs on various vehicle types.

Tripping point: Assuming experienced technicians don't need MPVI training can lead to inconsistent inspections.

Thought starter: Could you implement a mentorship program where senior technicians guide newer ones through the MPVI process?

3: Leverage Technology

In today's digital age, there are numerous technological tools that can enhance your MPVI process. From digital inspection forms to customer communication platforms, the right technology can streamline your operations and improve the customer experience.

Technology can significantly improve the efficiency and effectiveness of your MPVI process. Digital inspection forms on tablets, for instance, can allow technicians to quickly input data, attach photos or videos of issues, and automatically generate customer-friendly reports. This not only speeds up the inspection process but also provides more compelling evidence to customers when recommending services.

Consider implementing a customer communication platform that allows you to send MPVI results directly to customers' phones or emails. This can include interactive elements that allow customers to approve recommended services instantly, speeding up the service process and potentially increasing your repair order acceptance rate.

Pro-tip: Look for systems that integrate with your existing Dealer Management System (DMS) to avoid duplicate data



entry.

Tripping point: Implementing new technology without proper training can lead to resistance from staff and inefficiencies.

Thought starter: Could you use video or photo capabilities to visually document inspection findings for customers?

4. Improve Customer Communication

Effective communication with the customer is crucial at every stage of the MPVI process, from explaining the inspection when they drop off their vehicle to reviewing the results when they pick it up.

Clear, transparent communication builds trust with your customers and helps them understand the value of the MPVI. When customers drop off their vehicles, make sure your service advisors explain what the MPVI entails and why it's beneficial. This sets the stage for a positive experience.

When reviewing MPVI results with customers, use simple language and visual aids where possible. Explain not just what issues were found, but why they matter and what the potential consequences are if left unaddressed. This educates the customer and helps them make informed decisions about recommended services.

Pro-tip: Train your service advisors to explain the MPVI process in customer-friendly language, emphasizing its value as a complimentary service.

Tripping point: Using too much technical jargon when explaining MPVI results can confuse and alienate customers.

Thought starter: Could you create a short video explaining the MPVI process to show customers when they arrive?

5. Optimize Your Workflow

A smooth, efficient workflow is essential for consistently delivering high-quality MPVIs without slowing down your overall service process.

Take a close look at how MPVIs fit into your overall service workflow. Are there ways to make the process more efficient without sacrificing quality? For example, you might consider having a dedicated MPVI technician who focuses solely on performing thorough inspections. This can allow other technicians to focus on repairs and maintenance tasks.



Consider the timing of MPVIs as well. Performing the inspection early in the service process allows more time for communicating findings to the customer and performing any additional approved work. However, be careful not to create bottlenecks by having all vehicles queue up for inspections first thing in the morning.

Pro-tip: Map out your current MPVI workflow and identify any bottlenecks or inefficiencies.

Tripping point: Trying to rush through MPVIs to save time can lead to missed issues and dissatisfied customers.

Thought starter: Could you designate specific bays or technicians for MPVIs to streamline the process?

6. Implement Quality Control Measures

Regular quality checks ensure that your MPVI process maintains a consistently high standard over time.

Quality control is crucial for maintaining the integrity of your MPVI process. Regular audits of completed inspections can help you identify any areas where technicians might be struggling or cutting corners. Use these audits as learning opportunities, not punitive measures. If you notice a technician consistently missing certain checks, this indicates a need for additional training rather than disciplinary action.

Consider implementing a peer review system where technicians occasionally check each other's work. This can help catch any oversights and promotes a culture of mutual support and continuous improvement among your staff.

Pro-tip: Randomly select completed MPVIs for review by a senior technician or service manager.

Tripping point: Harsh criticism of mistakes can lead to technicians rushing or skipping parts of the inspection to avoid errors.

Thought starter: Could you implement a scoring system for MPVIs to track performance over time?

7. Personalize the MPVI Experience

While standardization is important, finding ways to personalize the MPVI experience can set your service department apart and increase customer satisfaction.

Personalization can take many forms in the MPVI process. For regular customers, technicians can pay special attention to areas of previous concern. For example, if a customer expressed



worry about their brakes during their last visit, ensure the brake system gets an extra thorough check during the next MPVI.

Consider tailoring your MPVI process to different vehicle types or customer segments. Luxury vehicle owners might appreciate a more detailed inspection, while owners of older vehicles might benefit from a focus on safety and reliability issues.

Pro-tip: Use your DMS to track customer preferences and vehicle history, incorporating this information into the MPVI process.

Tripping point: Over-personalizing can be time-consuming and may not be appreciated by all customers.

Thought starter: Could you offer different levels of MPVI based on the vehicle's age or mileage?

8. Incentivize Excellence

Creating the right incentives can motivate your team to consistently perform high-quality MPVIs.

When designing incentives, focus on metrics that truly indicate MPVI quality. This might include customer satisfaction scores, the accuracy of identified issues (as verified by subsequent repairs), or the thoroughness of inspection notes. Be careful not to incentivize the wrong behaviors - for instance, rewarding the number of repair recommendations could lead to unnecessary or exaggerated suggestions.

Consider non-monetary incentives as well. Recognition programs, additional training opportunities, or prime parking spots can all be effective motivators. The key is to understand what your team values and create incentives that align with those values.

Pro-tip: Consider both individual and team-based incentives to promote both personal excellence and collaboration.

Tripping point: Poorly designed incentives can lead to unintended consequences, like technicians exaggerating issues to increase repair recommendations

Thought starter: Could you implement a 'Technician of the Month' program based on MPVI performance?

9. Gather and Act on Feedback

Continuous improvement of your MPVI process requires regular feedback from both customers and staff.

Customer feedback can provide valuable insights into how



your MPVI process is perceived and where it might be falling short. Are customers finding the inspections thorough? Do they understand the value of the service? Are the results being communicated effectively? Use this feedback to refine your process and training.

Equally important is feedback from your technicians and service advisors. They're on the front lines of the MPVI process and can often identify inefficiencies or areas for improvement that might not be apparent from a management perspective. Create an open culture where staff feel comfortable sharing their ideas and concerns about the MPVI process.

Pro-tip: Include MPVI-specific questions in your customer satisfaction surveys.

Tripping point: Gathering feedback without acting on it can lead to frustration among both customers and staff.

Thought starter: Could you hold regular team meetings to discuss MPVI process improvements?

10. Regularly Review and Update Your MPVI Process

The automotive industry is constantly evolving, and your MPVI process should evolve with it.

Regular reviews of your MPVI process ensure that it stays relevant and effective. This might involve updating your inspection form to include checks for new vehicle technologies, adjusting your workflow to accommodate changes in your service department layout, or incorporating new tools or technologies into the inspection process.

When making changes, be sure to communicate clearly with your entire team about what's changing and why. Provide any necessary training and be open to feedback during the implementation phase. Remember, the goal is continuous improvement, so be prepared to fine-tune changes based on real-world results.

Pro-tip: Schedule annual or bi-annual reviews of your MPVI process with key team members.

Tripping point: Making too many changes too quickly can confuse staff and disrupt your workflow.

Thought starter: Could you form a committee responsible for continuously improving the MPVI process?

Improving your MPVI process is an ongoing journey, not a destination. By focusing on these ten areas - standardizing your form, investing in training, leveraging technology, improving communication, optimizing workflow, implementing quality control, personalizing the experience, incentivizing excellence, gathering feedback, and regularly reviewing your process - you



can take your MPVI program from good to great.

Remember, a great MPVI process does more than just identify vehicle issues. It builds trust with your customers, improves the efficiency of your service department, and ultimately contributes to your bottom line. By continuously refining and improving your MPVI process, you're investing in the long-term success of your service department and your dealership as a whole.

Stay committed to excellence in your MPVI process, and you'll see the results in happy customers, motivated staff, and a thriving service department. The effort you put into improving your MPVI process today will pay dividends for years to come.

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