



210

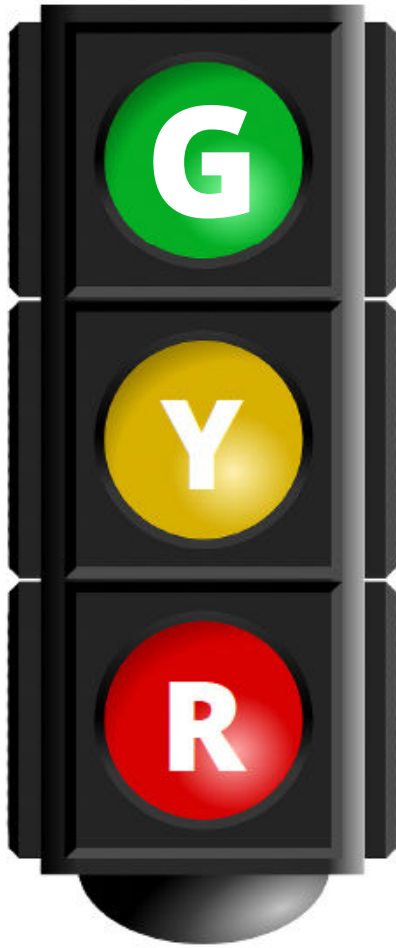
TECHNICIAN - ADVISOR
VIDEO MULTI-POINT
INSPECTION

STEVE SHAW UNIVERSITY

esv

NOTES

OPINION VS FACTS



BLACK

WHITE



QUARTER TIME PRINCIPLE

$\frac{1}{4}$ TIME

15 MINUTES

30 MINUTES

45 MINUTES

WHICH IS MORE IMPORTANT?

15 MIN

OR

PARTS



STANDARDS

TECH EXCUSES



WHY NOT PERFORM MPI ?



REASONS FOR VIDEO

WHY PERFORM VIDEO / ELECTRONIC MPI

CREATE

TECHNICIAN

CUSTOMER



HOW TO VIDEO

1

2

3

4

5



PROCESS



PROCESS



NOTES



YOUR PROCESS

- 1) Tech Credentials
- 2) Vehicle Info
- 3) Prime Item
- 4) Pass / Fail /Walk Around
- 5) Call to Action



NOTES



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