



Gill Klinger

Professional Advisor

Subject Matter Expertise:

Service Operations, Decisiv, Standard Operating Process development and implementation

Gill Klinger has over 30 years of retail experience in the transportation industry. He specializes in Fixed Operations with a passion for improving overall service throughput processes. He is a recognized subject-matter expert in Decisiv functionality and utilization and integration of Decisiv into a Best-in-Class service department standard operating procedure.

As a former owner of his own transportation company, he has diverse knowledge of the overall customer experience from both sides, which allows him to bring fresh perspectives to the table and he still carries an active CDL. With such a diverse working knowledge of the overall customer experience from both sides, this allows him to bring fresh perspectives to the table.

Gill can be reached at gill@keadvisors.com or (847) 269-6605

Case Study

The following is a summary of a project that the KEA service subject matter experts have been engaged on. Please contact KEA Advisors at info@keadvisors.com or (785) 842-6498 so we can help you make your service department operate at its best!

- **Six location dealership group – long-time KEA customer**
- **Situation**
 - Repair order cycle time poor
 - Customer communication lacking
 - Triage process not effective
 - Low technician proficiency
 - Lack of Decisiv utilization
- **Solutions**
 - Standard Operating Process creation and implementation
 - Decisiv integration with SOP
 - Hands-on Decisiv Training
 - Estimating
 - Customer communication
 - Workflow management
 - Internal communication
 - Case audit and accountability

- Implementation of specific repair order, technician, and service workflow and performance reporting with PUSLE
- **Impact**
 - Paperless repair order process from start of RO to completion of RO
 - Enhanced Decisiv utilization
 - Increased DMS utilization
 - Timely, accurate, and meaningful daily, weekly, and monthly service department technician, workflow, and performance reporting through PULSE identifying the most important items to address on a daily basis
 - Improved internal and external communication
 - 50%+ reduction of average repair order cycle time (open of RO to close of RO)
 - Technician proficiency increase of 15+ %points
 - Year-over-year labor gross profit \$ increase of \$1.2M+ (annual) with 17 less technicians