



North Dakota Implement Dealers Association



“Parts & Service Management Essentials”

Available to Leadership Course Graduates

The recently developed “Parts & Service Management Essentials” class offers the latest industry practices that will increase productivity in both the parts and service departments. It explains how the Service Manager can help increase profitability within the Parts Department and the Parts Manager for the Service Department. This is just one of many concepts that is addressed in NDIDA’s high-level professional development course designed specifically for Parts & Service Managers.

This course enables managers to increase efficient communication flow, identify key financial ratios & how to improve them, and address techniques to maximize employee performance. It identifies several critical areas that affect profitability with an emphasis on the relationship between the Parts & Service Managers. This is why dealerships are encouraged to send BOTH their Parts and Service Managers (*not a requirement*).

This rigorous two-day challenge has a major emphasis on Department Finance, Human Resource Management, Customer Awareness and will consist of:

- Flat Rates – why you need them, how to price, monitor, and measure flat rate performance
- Leading indicators to effectively manage day-to-day operations and how they affect financial statements
- Understanding parts & service financials, how to perform financial reviews, and the high level budgeting process
- Customer awareness training and behavior assessment
- Managing conflict with customers/employees and “Tools to use when dealing with difficult people”
- Time management for managers, recruiting & hiring process, employee retention, and basic legal reminders

Instructors consist of industry finance specialists, experienced human resource managers, and a training & development professional.

Tuition: \$149 per person (includes training, materials, lunches, and breaks.) Full tuition required with application. Refunds not available for missed classes.

Group size is limited – course will be filled on a first request basis.

Watch for future dates in the NDIDA and ADAND *Online* bulletins!