 The RV Learning Center Web Seminar


### Warranty Administrator Certification & Training Program

Select your audio preference in the Go to Webinar control panel. If you are listening by phone, be sure to get your unique pin number located at the top of the Go to Webinar control panel.

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Date: January 9, 2009  
 Time: 3pm ET/12pm Pacific




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The RV Learning Center Presents:

## Warranty Administrator Training and Certification Program


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### Survey Question

1. Please indicate which option best fits your job description
  - A. Dealer/General Manager
  - B. Service Department with primary responsibility for warranty administration.
2. If you are a Dealer/GM, do you have at least one certified employee, not including technicians?
  - A. Yes
  - B. No

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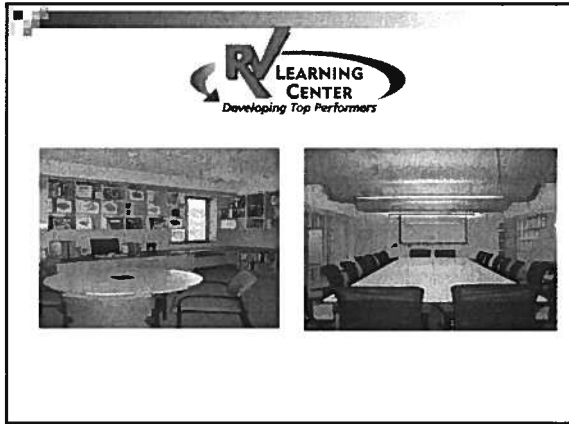
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*Developing Top Performers*

**The RV Dealers International Convention/Expo**  
**Offers**








**Training for all dealership employees.**

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**Employee Professionalism**  
**Through the**  
**RV Learning Center Training and**  
**Certification Programs**

  
Warranty Administrator

  
Service Manager

  
Service Writer/Advisor

  
Parts Manager

  
Parts Specialist

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## Presenter



Tony Yerman  
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Phone: (440) 336-0703



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## A Partnership with The Ohio State University's CETE

- Select Group of Occupational Experts Identified as Top Performing Warranty Administrators



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## General Knowledge, Skills, and Work Behaviors

- |                          |                 |
|--------------------------|-----------------|
| ■ Product knowledge      | ■ Self starter  |
| ■ Organizational skills  | ■ Energetic     |
| ■ Computer skills        | ■ Proactive     |
| ■ Customer service       | ■ Ethical       |
| ■ Time management skills | ■ Team player   |
| ■ Basic math skills      | ■ Knowledgeable |
|                          | ■ Multi-tasker  |

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## A Team Effort During Every Step in the Process




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## What is DACUM?

- An abbreviation for Developing A Curriculum
- An occupational analysis performed by expert workers in the occupation
- An occupational skill profile




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## Completed DACUM Chart

**Warranyi Administrator Competency Profile**

Duties	Competencies			
Process Open-Ended Request	A.1. Verify customer requests	A.2. Explain status for each request	A.3. Review requests and refer to other departments	A.4. Verify complete process and appropriate administration
	A.1. Verify customer requests and process	A.2. Explain status for each request	A.3. Review requests and refer to other departments	A.4. Verify complete process and appropriate administration
Process Warranty Claims, Repairs, and Replacements	B.1. Register customer complaints	B.2. Process customer claims	B.3. Process customer requests	B.4. Process customer requests
	B.1. Register customer complaints	B.2. Process customer claims	B.3. Process customer requests	B.4. Process customer requests
Manage Customer and Sales Order Relations	C.1. Register customer complaints	C.2. Register customer requests	C.3. Verify customer requests	C.4. Verify customer requests
	C.1. Register customer complaints	C.2. Register customer requests	C.3. Verify customer requests	C.4. Verify customer requests
Provide Administrative Tasks	D.1. Administer budget process	D.2. Administer budget process	D.3. Administer budget process	D.4. Administer budget process
	D.1. Administer budget process	D.2. Administer budget process	D.3. Administer budget process	D.4. Administer budget process
Monitor Training and Professional Development	E.1. Monitor training process	E.2. Monitor training process	E.3. Monitor training process	E.4. Monitor training process
	E.1. Monitor training process	E.2. Monitor training process	E.3. Monitor training process	E.4. Monitor training process

*These competencies represent actual Learning Goals used for the Warranyi Administrator position. All 2014 competencies require achievement of all the 20 competencies listed.*

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## Survey Question

1. How do you primarily receive your job-specific training?
  - A. From my co-workers
  - B. From trainers at the dealership
  - C. Workshops at the RV Dealers International Convention/Expo
  - D. Manufacturer events, including shows and web seminars
  - E. RV Learning Center's Learning Guides

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## Duty A: Process Open/Repair Orders

- Verify customer vehicle information
- Check vehicle for open recalls/TSB's
- Review repairs and parts for authorization
- Verify corrective actions and component information
- Verify technician time and parts billing
- Facilitate extended service contracts

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## Duty B: Process Warranty Claims, Parts, and Payments



- Prepare warranty claims
- Process warranty claim documents
- Process defective warranty parts
- Process warranty payments

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### Duty C: Maintain Customer and Manufacturer Relations

- Negotiate payment responsibility
- Explain repair and warranty status
- Follow-up on open recalls and TSB's
- Mediate resolutions between customer and manufacturer
- Report quality concerns to manufacturers



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### Duty D: Perform Administrative Tasks

- Monitor department budget, profit, and loss
- Maintain warranty files and correspondence
- Review repair rates and times
- Request manufacturer labor rate increase
- Maintain work flow and communications
- Notify manufacturer of potential lemon law repairs

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### Duty E: Pursue Training and Professional Development

- Update dealership personnel
- Conduct OJT for support staff
- Obtain manufacturer and industry certification



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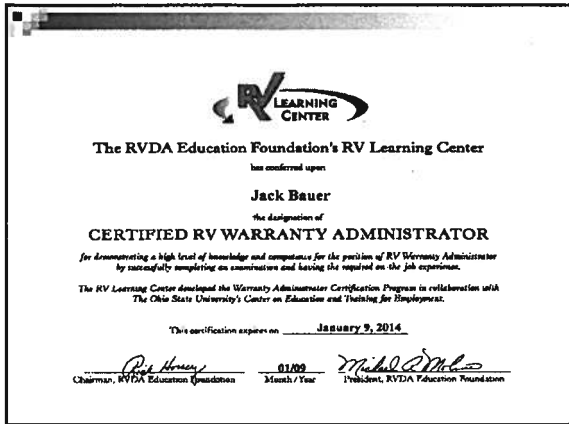
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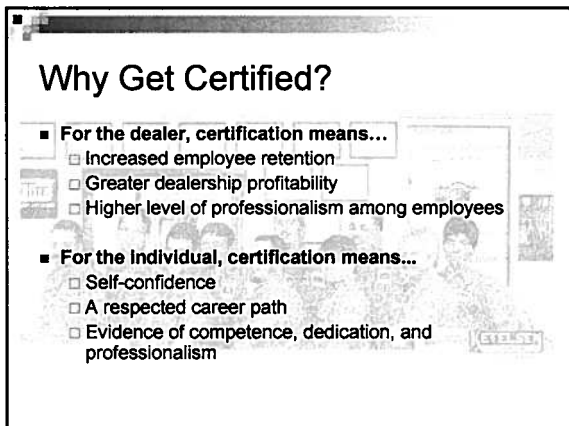
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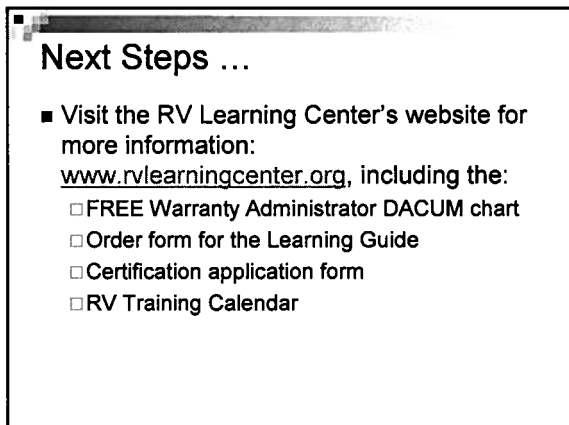
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## Thank You!



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