

Stellar Care Awards - Technician Training Requirement Update

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Retail Operations Training
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CATEGORY: Show in all Categories

Recently, the Subaru Technical Training Department made significant updates to the technician training curriculum and the way course completion is tracked. SOA also launched a new learning management system called SKILS at the same time. This new method of tracking assures your technicians are prepared to service the technology in today's vehicles and recognizes those who obtained nationally acclaimed ASE certifications. We are confident that these changes will help to improve profitability and customer satisfaction at your dealership.

As a result of these enhancements, the Stellar Care Awards program Technical Training objective is being adjusted to accommodate this change. The new 2015 Stellar Care objective for this measure will be one (1) fully trained technician and 100% attainment of your dealership's personalized training credit objective to be completed on or before December 31, 2015.

The Stellar Care Awards reporting site has already been updated to reflect this change. In addition to showing compliance with this new objective, it also provides details behind each of the two new components.

In the event you have any questions, please contact your Subaru Field Service Engineer for complete program details. These individuals are already working to assist your Service Department in developing a training plan and can provide assistance with course scheduling and registrations