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IMPORTANT WARRANTY INFORMATION

REF 15-008

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SUBJECT Utilizing Detroit Job Guidelines

❖ **Detroit
Resource: Job
Guidelines**

Keeping current and proficient in one's area of expertise (Sales, Service, Warranty, and Parts), with ever increasing mandated changes in diesel engine and after treatment system technology and terminology, is difficult for even the most experienced and well-trained employees. As such, it is important to look for ways to standardize, measure, and improve as well as share processes and successes with others. This creates an environment of continuous improvement that the network can build on to support customer uptime and network warranty recovery.

Job Guidelines:

In keeping with the continuous improvement process, the Warranty Joint Application Development (JAD) committee, in collaboration with the Detroit Warranty Department, has created Detroit Job Guidelines the network can use to supplement current processes and improve Service/Warranty Department metrics. The guidelines can be found at www.DDCSN.com > [Warranty](#) > [Job Guidelines](#) or www.AccessFreightliner.com > [WarrantyLit](#) > [Supplier Component Warranty Evaluation Guides](#).

NOTE: All job guidelines were established for the Cascadia 125 with DD15 engine and have been reviewed by the Warranty JAD committee and Detroit Warranty staff for accuracy and completeness.

❖ **Guideline
Goals**

Purpose of the Job Guidelines:

- A template that all repair shops can use to help attain and sustain a continuous improvement environment
- Increase capacity with efficiency gains
- Provide the technician with an up-front expectation of labor that is required for the repair
- Assist the Warranty Administrator in claiming all the required labor on warranty claims
- Increased collaboration between Warranty and Service Departments (360 feedback/ common goals)
- Increase warranty labor recovery percentage
- Timely processing of claims with fewer resubmittals

❖ **Guideline
Users**

Recommended Users:

- Service Personnel (Managers/Foremen)
- Technicians
- Warranty Administrators

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: [Warranty Operation Letters](#) are available at DDCSN.com > [Literature](#) > [Service Letters/Bulletins](#) > [Warranty Operations](#)

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❖ Utilizing Guidelines

Work Flow (After Express Assessment/Diagnostics Have Been Performed):Service Managers/Foremen

1. Determine if job guideline is available for the repair
2. Provide the proper guideline to technician

Technicians

3. Perform repair per the workshop and troubleshooting manuals
 - a. Complete job guideline:
 - i. Check only labor operation(s) that were required to complete the repair
 - ii. Add additional labor requests (e.g., broken bolts, access issues, etc.)
 - iii. Document additional labor or diagnostics performed when standard repair times (SRTs) or standard diagnostic times (SDTs) are not listed
 - b. Use guideline to assist in documenting details of the repair in the repair order (RO). The goal is to capture only the complaint, cause, correction, and any additional work that needed to be done to complete the repair.
 - c. Add completed job guideline to job jacket or return guideline with repair order

Service Managers/Foremen

4. Review repair order for accuracy/completeness

Warranty Administrators

5. Use guideline to help claim SDTs, SRTs, and any general labor selected on job guideline:
 - a. Compare guideline to RO
 - i. Return RO to technician if additional information is required
 - b. Determine if an available consolidated labor operation (CLO) is more appropriate to use than separate SRTs and SDTs
6. Retain job guideline with repair order

❖ Long Term Use

Success and Sustainability:

For any new process to be sustainable, it must be measured. A process owner(s) needs to be assigned and held accountable for measuring and tracking the data/metrics that show the process is either working or that adjustments are required.

Sample metrics or goals that can be established and tracked to measure various improvements as a result of using job guidelines:

- Technician efficiency before and after job guideline introduction
- Number of ROs returned from Warranty to Service for guideline corrections
- Average number of days to repair before and after job guideline introduction
- Average number of days to submit warranty claims before and after job guideline introduction
- Labor recovery before and after job guideline introduction

There are many elements that make up a Service/Warranty event and each should be carefully reviewed and measured to ensure the entire process is optimized for quality and efficiency in an effort to support customer uptime and profitability for the network.

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