



Service Manager Bulletin

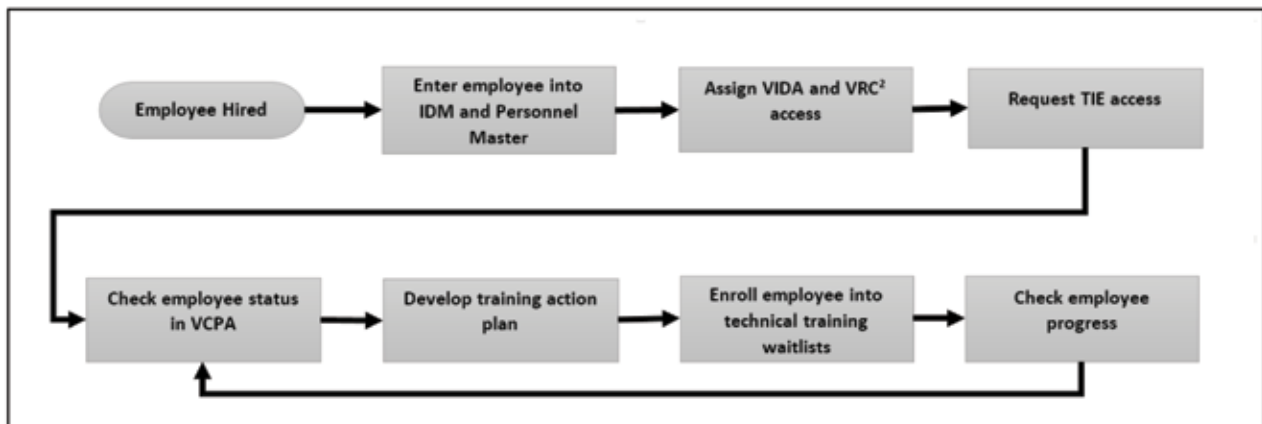
TITLE:

New Technician Action Plan

GROUP: 00	NO: 287	ISSUING DEPARTMENT:		CAR MARKET: United States and Canada	
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Service Personnel: Read and initial		SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	Page 1 of 4

“Right first time in Time”

New Technician Action Plan



After you have made the decision to hire a new technician for your retailer, there are several steps to take so you can maximize the effectiveness and value your new technician provides for your service enterprise.

1. Enter Employee Into IDM and Personnel Master

This is done by the IT administrator for your retailer. This action will automatically assign a Volvo Personnel Identification Number (VPID), which is the number used to track the employee instead of their Social Security Number. All training activities are tracked by the VPID. When the IT administrator enters employee data, be sure to include an email address to which the employee has easy access. This is important because Volvo Car Performance Academy (VCPA) will send enrollment notices for training activities and Technical Information Exchange (TIE) access password



information to the employee only through email access. In order to be able to assess and track the new technician’s training needs, be sure to list them as “Service Technician”, “Service Technician Apprentice” (008), or “Working Shop Foreman” under the “position” field in Retailer Personnel Master, based on your service department’s size and your compliance with Volvo’s technical standards. Contact your regional Volvo Service Training Instructor or the Volvo Car Performance Academy for guidance on this.

NOTE: If you’re hiring an experienced Volvo-trained technician who has left another retailer, or a Volvo SAFE program graduate, they will already have a VPID that tracks their training and certification level. When you enter their name into Personnel Master, the system will prompt you if the employee you are entering is on a previously assigned VPID list if there is an exact or similar name match. Be sure to select the correct previously established employee / VPID to avoid creating a duplicate record. This will insure that all valid training that has already been credited to your new employee moves to your retailer with their VPID.

2. Assign VIDA and VRC2 Access

This is done by the SPS (Security Provisioning System) administrator assigned by your retailer to provide access to the Volvo Information and Diagnostics for Aftersales (VIDA) system and the Volvo Retailer Communication Center (VRC²). VIDA is Volvo’s electronic service information and vehicle diagnostics communication system. VRC² is Volvo’s website for Volvo retailer information and the main access to other Volvo websites, such as Volvo Cars Performance Academy.

3. Request TIE Access

This is done by the retailer’s service manager. The Technical Information Exchange (TIE) is an on-line database used for two-way communication for new and revised vehicle repair and diagnostic information. It is also used to report repair and diagnostic issues back to Volvo. Each service technician should have access to TIE to insure that they are using the latest and most correct vehicle repair and diagnostic information.

The access form is located in VRC² under “e-service>TIE Information>TIE Access Request Form”.

Date	Title	Country
Jun 12, 2014	"Electronic" TIE Access Request Form	USCA
Jun 11, 2014	NEW "Electronic" TIE Access Request Form	USCA
Jan 07, 2014	Using TIE for Technical Help Desk Communication	USCA
Jun 28, 2013	Laminated Quick Tip - Initializing a Helpdesk Case/Function Group/Status Codes	USCA
Jun 28, 2013	Using TIE for Technical Help Desk Communication	USCA
Oct 08, 2012	E-Mail Notification Feature in TIE Now Available	USCA
	General Information Access Request Form	USCA
	TIE Information Compatibility View in Internet Explorer 8	USCA
	TIE Link to Search for Technical Journals in TIE	USCA
	Technical Training the Status Date feature to locate TIE Technical Journals	USCA
Jul 30, 2010	Removal of Retailer Technical Journals on VRC2	USCA
Jun 25, 2010	Introduction to Technical Journals - Course 1351	USCA



4. Check Status in Volvo Cars Performance Academy

Once your new technician has been entered into Personnel Master, and your administrator has assigned access to them for VRC², it will take up to two business days before they will have access to Volvo Cars Performance Academy. After this time the technician can go into Volvo Cars Performance Academy from VRC² and check his/her training status. The “My Certifications and Programmes” area will show what courses (both web-based and hands-on) that are required to attain a particular technical rating. Volvo Car training requirements are updated quarterly. This page, or the Retailer Technical Training Requirements (RTTR) Report, can be used to develop a training plan for each technician. The “History” option under the “My Details” tab shows the Certification History as well but will also include what courses have been completed, both web-based and instructor led, with course status (pass/fail). For more information about Volvo Cars Performance Academy use the on-line user’s guide provided on VRC² under “Resources”.

My Certifications and Programmes			
Job User: (VCCNASSO, 123456) Service Manager			
Q1 2017 Non-Technical Service & Parts Training Requirements PM-M		Due Date (3/24/2017)	Not Achieved
Q1 2017 Non-Technical Service & Parts Training Requirements SM-M		Due Date (3/24/2017)	Not Achieved
Q1 2017 Non-Technical Service & Parts Training Requirements PM-C		Due Date (3/24/2017)	Not Achieved
Q1 2017 Non-Technical Service & Parts Training Requirements SM-C		Due Date (3/24/2017)	Not Achieved
Q4 2016 Non-Technical Service & Parts Training Requirements PM-M		Due Date (12/22/2016)	Not Achieved
Q4 2016 Non-Technical Service & Parts Training Requirements SM-M		Due Date (12/22/2016)	Not Achieved
Required Certification	Target Date	Status	Not Achieved
Required Courses	Target Date	Status	Not Achieved
0930 - Keys2Success: Effective Communication	-	Complete	12/3/2016
1035 - Managing Phone Skills	-	Complete	12/8/2016
1070 - VP Service Drive Sales Tactics	-	-	Launch eLearning
1084 - VP Sales: Managing & Marketing	-	-	Launch eLearning
1105 - Accessories Pricing Guide	-	-	Launch eLearning
1224 - Service Product Reporting in TIE	-	-	Launch eLearning
1335 - Volvo Interactive Walk Around +	-	Complete	9/9/2016
1346 - Volvo Factory Scheduled Maintenance Optional Upgrades	-	-	Launch eLearning
1365 - Goodwill Decision Making	-	-	Launch eLearning
1538 - Tires 101 WET (byDealer Tire) Part 1	-	-	Launch eLearning
1539 - Tires 101 WET (byDealer Tire) Part 2	-	-	Launch eLearning
VCC2071 - Volvo Polestar Performance Optimization: brand, product and sales education	-	Complete	12/3/2016
1675 - Maximizing the Volvo Service Advantage	-	Complete	3/9/2016
Recommended Courses	Target Date	Status	Achieved
Q4 2016 Non-Technical Service & Parts Training Requirements PM-C		Due Date (12/22/2016)	Not Achieved
Q4 2016 Non-Technical Service & Parts Training Requirements SM-C		Due Date (12/22/2016)	Not Achieved
Q1 2016 Non-Technical Service & Parts Training Requirements SM-M		Due Date (9/26/2016)	Not Achieved

5. Develop Training Action Plan

Once you have set the technician’s target certification, the technician can access his/her training requirements (see step 4 above) in Volvo Cars Performance Academy. This will show what courses (both web-based and hands-on) are required to attain the target technical rating. This page can be used to develop the employee training action plan for the year.

NOTE: Volvo requires that technicians at the Certified Rating Level or higher meet ASE Certification (4 tests for Certified, 8 for Master, 9 for Expert). When your technician is assigned a Volvo Personnel Identification (VPID), your technician should connect their VPID to their ASE records by logging on to the “My ASE” portal. Please refer to ETB 00-365 for instructions on how to add a VPID to an employee’s ASE records or, they can contact ASE directly. This ensures that when Volvo gets data from ASE, your technician’s certifications will be included. Updated information will be posted on Volvo Cars Performance Academy each month.



6. **Enroll Employees onto Volvo Cars Performance Academy Technical Training Wait lists**

Based on service department work schedules and requirements, and the employee's training action plan, you (or your designated Retailer Training Coordinator or RTC) can enroll the technician onto wait lists for the hands-on technical courses you want them to attend for the calendar year, and specify the web-based courses that should be completed to attain the target rating.

7. **Check Employee Progress**

Service Managers should set a date for reassessing technician progress toward attaining the target rating for the year, including assessing ASE certification status. Quarterly reviews are appropriate.

NOTE: It is critical to stress to your technicians that they assume responsibility for their own professional development. They should be checking what courses they need to meet Volvo Quarterly Technical ratings levels on their own, reporting back to you when they have completed courses (both web-based and hands-on), or if they have questions about enrollments or problems with the system.