



# Service Management Guide 12th Edition



~ ORDER FORM ~

Replacing the 11<sup>th</sup> edition, this expanded **Service Management Guide (SMG)** The guide offers more than 100 pages of average work unit times for the most functions RV technicians perform. The 12<sup>th</sup> Edition of the **Service Management Guide**:



- offers extensive updates and additions provided by dealers, service managers, and technicians;
- offers all new Service Check Sheets that provide a valuable reference for service managers and technicians; and
- Known as a flat rate manual, is an ideal tool for the service department when working with extended service agreement and insurance companies.

The SMG is designed to provide reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in the sale of service.

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