

## Selecting CSL Reasons for Service Delays

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**Expectations**

It is important to select the correct reason in the CSL for every service delay.

Bringing visibility to the cause of each delay helps your team see where the pain points are, so that you can improve communication between the front and back room, reduce common service delay issues, and improve the Customer Experience.

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**Service delays**

Service delays are grouped in the CSL according to:

<b>Sales</b>	Showroom related reasons
<b>Service Disruption</b>	Service area related reasons
<b>Inventory Management</b>	Inventory related reasons, e.g. accuracy, pick/pull, etc.
<b>Misc.</b>	Work order requires more than 30 minutes or other reason not listed

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**Service delay score**

The service delay score measures the percentage of service delays due to **Sales** related reasons and is one of the metrics that goes into the CES Quality score.

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**Sales reasons**

Reason	When to select
Wheel lock not pulled prior to work	Wheel lock key missing
Flat not repairable/ No backup plan	Customer needs to be contacted for course of action before continuing work
TPMS issue not identified in sales process	TPMS issue expected to have been identifiable during sales process (e.g. no TPMS or wrong TPMS invoiced)
Promised time determined not achievable	Promise time for work order determined to not be achievable by service team (e.g. staffing/training, bay delays, work content, etc.)
Instructions incomplete on work order	Necessary information missing from invoice (e.g. missing service, best for spare not commented, etc.)
Inspection incomplete during VTV	Found issue during service expected to have been identifiable during VTV (e.g. outer edge tread wear, nail found in tire, outer DOT age, etc.)

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Service Disruption reasons	Reason	When to select
	TPMS issue resulting from svc	TPMS issue resulting from service (e.g. not able to relearn TPMS, broken TPMS during service, etc.)
	Returned for service by cust	Customer return due to incorrect/unsatisfactory service (e.g. return for vibration issues, forgetting to complete all work on invoice, etc.)
	Vehicle/Assembly Condition	Found issue with condition of vehicle or assembly during service not expected to have been identifiable during VTV (e.g. inner edge wear, inner DOT age, separation found balancing, etc.)
	Equipment/Tools/Technician	Damage or other delays occurring during service caused by technician or faulty/missing tools or equipment (e.g. torn bead during service, unable to find proper tools, changer breaking, etc.)
Inventory Management reasons	Reason	When to select
	Wrong inventory pulled	Incorrect inventory ( <b>not TPMS</b> ) pulled for work order
	TPMS – Inventory issue	TPMS related inventory delay; (e.g. mis-pull, difficulty/unable to find inventory)
Misc. reasons	Not in store/Can't be found	Unable/difficult to find inventory for work order ( <b>not TPMS</b> )
	Reason	When to select
	No Delay: service expected to exceed 30 min	Work order requires service time greater than 30 min. (e.g. 4 new tires & wheels/test fit, box truck, motor home, etc.)
Contact	Other: Any delay not covered by existing category	Any additional delays not falling within existing categories
	If you have any questions or concerns, please contact your regional AVP or VP.	