

# **FLEETWHIZ™**

## **DECISIONMAKING TOOLS**

**Implement  
The New World-Class  
Field Shop Services Management  
Model Redesigned, Reengineered  
and Restructured for  
the 21st Century**

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**Management Textbook MDC 17**

## **IN-THE-FIELD – TO THE READER**

### **SUGGESTIONS ON HOW TO USE THIS TEXTBOOK AS AN IMMEDIATE TRAINING SOURCE AND LONG-TERM REFERENCE SOURCE**

**Introduction:** The objective of this textbook is assist fleet–shop–parts–fuel managers apply world-class mobile asset–inventory–labor field management models to minimize costs, risks and liabilities. Management models provide an easy-to-use framework for learning world-class fleet–shop–parts–fuel department organization structures and world-class fleet mobile asset–onboard inventories–drivers–tradesmen–field labor management practices. Management models are field technician managers' building blocks toward achieving world-class financial and operational performances. The Traditional Field Technician Management Model achieves a pathetic 11 minutes of hands-on productivity per manhour. The New Shop–Parts Field Technician Management Model achieves 23 minutes of hands-on productivity per manhour by applying parts runners and keeping technicians onsite. Field labor management models discussed in this textbook are world-class. Implement required changes and earn \$100,000 annually with 90% decisionmaking control and achieve Vice President and Director status.

#### **Remarks:**

1. The following illustration lists the eight (8) subsections included in this textbook.

#### **Illustration – Introduction to the New Shop–Parts Field Services Management Model**

1. Introduction to Rules of Thumb for Making Optimum In-The-Shop Versus In-The-Field Work Order Location Decisions
2. Introduction to 5 Field Technician Time Categories Defined Using 19 Time Categories and 105 Time Segments
3. Introduction to Tracking–Measuring–Predicting Field Technician Productivity, and Financial and Operational Performances In-The-Field.
4. Should Parts Runners Deliver–Pickup Nonlabor Inputs–Outputs for Field Technicians? Answer: Absolutely! Should Parts Runner Driving Performances Be Monitored Remotely? Answer: Absolutely!
5. Introduction to Integrating and Optimizing Work Trucks With Onboard Inventories and Driver–Tradesmen Functional Titles.
6. Introduction to the New Shop–Parts Field Services Management Model Implementation Strategy
7. Appendix – Over 40 Learning Opportunities Create Well-Defined Career Training Ladders Which Can Be Applied to Recruit–Retain–Develop Employees.
8. Master's Degree Certifications Open-Book Test Questions

**TEXTBOOK 17 – IMPLEMENT THE NEW WORLD-CLASS FIELD SHOP SERVICES MANAGEMENT MODEL REDESIGNED, REENGINEERED AND RESTRUCTURED FOR THE 21ST CENTURY.**  
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