

TRUST BUT VERIFY

4 Critical Elements to Monitor a Vendor's Quality

At the end of the day, every fleet professional wants quality that they can count on. But the question often arises, "How do you accurately measure quality—especially when outsourcing your maintenance program?"



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Fleet maintenance data tracking and analysis through technology is quickly changing the way FMs view and measure their fleets, however, sometimes these continuous data streams can be simply too much.

Now more than ever, fleet managers need a trustworthy partner to help them distill data metrics into actionable insights. As the nation's leading experts in fleet maintenance and repair programs, Amerit recommends FMs focus on these four critical elements to monitor a vendor's performance quality:

1. MEASURING PRODUCTIVITY

It goes without question, if a provider gets the job done in half the time, even if the bill rates are higher, this is a good value. However, the best way to evaluate productivity is by evaluating the time a vendor is charging for a task against an industry standard, such as Mitchell's or Motor's. These organizations provide standard times that a task should take. And by using the vehicle's VIN number, these task times can be very specific, allowing the fleet to actually look at how long the service took versus the industry standard.

If it's determined it took very little time compared to the standard, and the vehicle is coming back frequently, then there is likely a quality issue because the technicians are working too fast.

On the other hand, if the service takes too long compared to the industry standard, then there may be a proficiency issue that needs to be addressed with the third-party maintenance provider. Either way, productivity is an essential metric to make sure the fleet's third-party maintenance provider is doing the right thing and doing it efficiently.

2. EXAMINING AUDITS

The most common maintenance measure is repeats, which are often called “come-backs.” The fewer the come-backs the higher the quality. While this is a valid and important metric to measure the quality of a specific task, it is recommended to go deeper into the quality well to get the full picture of the vendor’s ability to deliver quality service. Either random or anticipated, internal or external, instituting quality audits is a very good way to supplement a fleet’s measure of quality.

Amerit, for instance, performs random quality inspections on its work and shares the results with its clients. The company also encourages its clients to perform audits on its service, particularly when it is operating on the fleet’s

property in the fleet’s shops. Many of Amerit’s clients develop a thorough list of inspection points, based on the fleet’s own corporate standards and culture. Random audits ensure that a third-party maintenance provider not only adheres to its own quality standards but satisfies the fleet client’s expectations as well.

Pro Tip: When evaluating a potential third-party maintenance provider, the fleet should examine what the maintenance provider does to promote quality. For example, look at what kind of processes the provider has, what is the quality of its management team; does it have a stated policy around quality and defects; does it measure its operations in a consistent, visible, and trackable way? All these things are the hallmarks of a supplier who not only talks quality but lives it every day.



3. EVALUATING TECHNICIAN PROFICIENCY

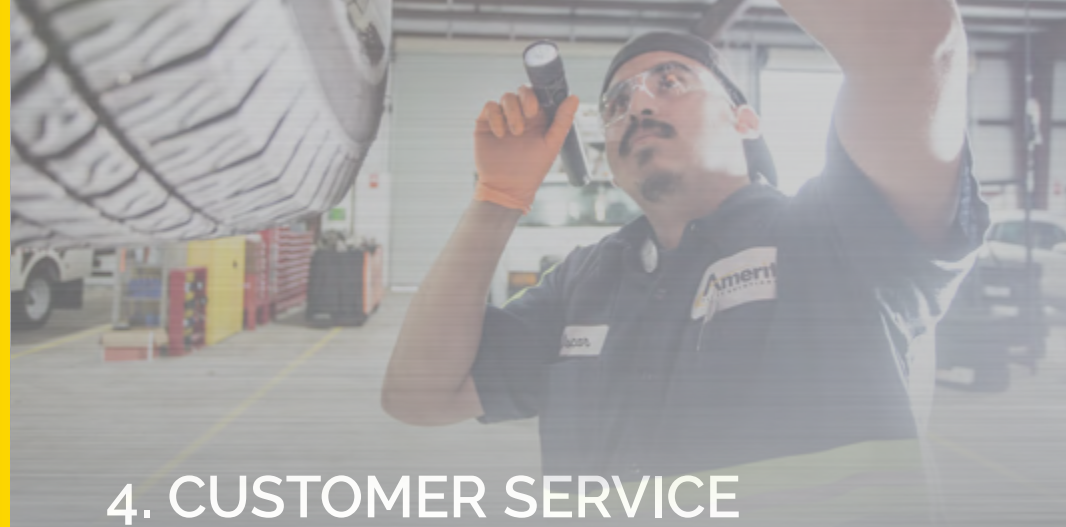
The saying “get it right the first time” is particularly important for outsourced maintenance providers and the fleets they serve. Low-skilled technicians are more likely to misdiagnose a problem, leading to unnecessary work and parts costs. Additionally, poor quality work means higher costs over the long term while it also shortens the useful life of the fleet's vehicle and leads to expensive unscheduled repairs and increased vehicle and employee downtime, which affects profitability.



4. CUSTOMER SERVICE

The final aspect that should be evaluated when examining an outsourced maintenance provider's quality is its level of customer service. In a customer-driven industry, outsourced providers must go the extra mile for their clients. A vendor's commitment to customer service directly impacts your company's bottom line.

Fleets should not accept anything less than exceptional performance across the board. Amerit is the only nationwide provider with a sole focus on fleet maintenance, offering fleets a single, consistent, national solution. Our uncompromising dedication to quality is at the heart of everything we do. It's not enough to do only what's required; we want to exceed what's required and delight our customers.



ABOUT US.

We are a nationwide team of expert fleet maintenance professionals dedicated to the relentless pursuit of uptime. Our comprehensive and innovative service solutions, paired with our customized approach, provides peace-of-mind while keeping your assets on the road, continually generating revenue, where they belong.

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