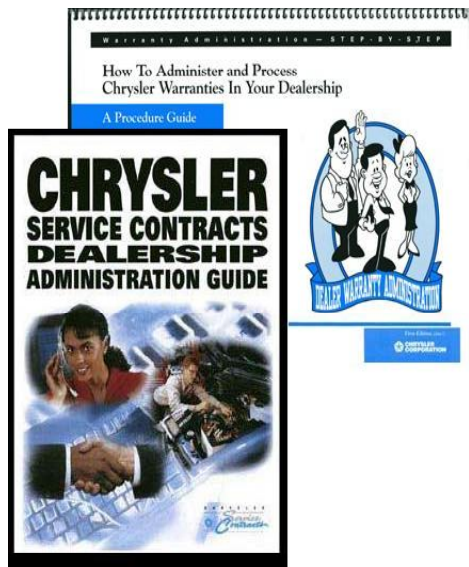


## Case Study



### *Dealer Administration Guide & Process Guide Provide Answers to Dealers*

White Associates was asked to develop a user friendly national service contract administration guide and process training manual.

The Process Training Manual drove the development of the administration guide. It reflected a step by step list of tasks by title with complete job assignments on; how to administer warranties, how to measure their claim processing performance, and how to determine if they were performing their administration job duties.

The administration guide took into account the limited time available to administrative dealer personnel in their day to day tasks and outlined the clear processes by title for each function of warranty administration.

Both the administrative and process guides were written in the language and to the level of those job titles actually working on the administrative tasks outlined.

**White Associates Process Leadership** led to improvement in Chrysler retail administrative personnel's day to day tasks.

**The Process Step-by-Step Manual and Administration Guide** developed by White Associates improved key measures of performance for all job task steps for Chrysler dealer warranty administration processes.

