

SERVICE MANAGER CERTIFICATION



presented by



Equipment Dealers
ASSOCIATION

powered by



WHAT IS EDA SERVICE MANAGER CERTIFICATION?

The Equipment Dealers Association's **Service Manager Certification** program is available to dealers across North America. This comprehensive program trains and enables Service Managers to run an efficient, profitable shop with a team of people focused on the same goal.



HOW DO I BECOME CERTIFIED?

5 Steps to Certification

1. Enroll online at bobclements.com/store
2. Complete online modules
3. Prepare for final exam
4. Final examination
5. Receive certificate

THIS PROGRAM TEACHES YOU TO:

- Understand and manage the numbers in your shop
- Implement a proven service process
- Find and hire reliable techs
- Develop pricing strategies
- Implement compensation plans
- Create a marketing plan
- Establish a vision and culture in your department
- Lead and direct your people
- Create a better customer experience
- Delegate tasks to free up your time
- Understand your team's personality types
- Establish and understand the different roles in a service department

"This program will create an opportunity to join the elite ranks of EDA Service Managers across North America and we are proud to offer this to dealers and manufacturers. We believe that this program, if you remain dedicated, can transform your service department to be the best of the best, and one that we would be proud to place our stamp of approval on."

- Kim Rominger, President of EDA

The Equipment Dealers Association is joining forces with Bob Clements International to offer Service Manager Certification to Dealers and Manufacturers across North America. With over 30 years of expertise, working in dealerships with owners and managers, BCI powers this program with all the information you need to make your shop successful.



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INTERNATIONAL, INC.

INVESTMENT: \$1,295*

Includes registration for one Service Manager for one year. The program may be completed in less than one year, but participant will have to re-enroll after one year if not completed.

*Price subject to change.

This online program provides everything you need and is easily accessible via your computer. However, you are not on this journey alone! A BCI team member acts as your guide, helping you when you need it and allowing you to move through the material at your own pace.

This program is aligned with EDA's best practices. Once completed, you will receive a logo to use on your website to show that you are a certified Service Manager under the EDA standards.

VALUE FOR ORGANIZATIONS

BCI's proven processes can help your shop reach new levels of success. See what you can learn and how you can become a better manager for your team. Service Manager Certification is designed to meet and exceed industry standards, so manufacturers can rest easy knowing that when completed, your Service Managers will be well-equipped to make a positive impact to both your customers and their bottom line.



Look on the back for information on how to enroll today!

Register for EDA Service Manager
Certification today!

Go to BobClements.com/store or give us a
call at 1-800-480-0737.



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