



Service Management Guide

12 Edition

The expanded **Service Management Guide** (flat rate manual) includes more service management guidance, from estimating, to safety tips, and sample check lists, the SMG is a useful resource designed to help service departments improve their daily operations.

The **SMG** provides reasonable guidance relative to the time required for competent technicians to complete assigned tasks. It is an important part of the service management system, but it is not intended to be the sole determinant of prices or rates charged in that sale of service.

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