

# M&K Quality Truck Sales

M&K Quality Truck Sales is boosting shop productivity and improving customer satisfaction with MVASIST/Pro

## Challenges

For M&K Quality Truck Sales, there were clear challenges related to providing customers with repair estimates. In these cases, inaccurate estimates could lead to legal disputes and expose the dealership to a financial liability.

## Meeting Requirements

By law, the State of Michigan requires truck dealers to provide customers with written estimates for all repairs.

## Eliminating Inaccuracies

M&K found that its manual process for creating repair estimates was leading to inaccuracies. In some cases, two estimates developed for the same repair on the same vehicle were different, depending on who prepared them.

## Solution

Today, M&K Quality Truck Sales is using the MVASIST/Pro version of the Decisiv SRM platform. Unlike the MVASIST/fleet-only version, which is limited to national fleets with pre-negotiated part pricing and labor times, MVASIST/Pro lets M&K enter all of their customers and vehicles, customize parts and labor pricing, and set labor times.

With MVASIST, M&K is able to create an accurate estimate for every customer vehicle that is brought into its shops. M&K chose the MVASIST/Pro full use version of the solution to serve local customers and national accounts that need of service in its area.

M&K also opted for Decisiv's three-day Level II training program, which includes process, customization and application training for managers and service and parts personnel. All management staff also actively participated in the training, which includes classroom and service and parts counter sessions.



“Providing accurate repair estimates in a timely manner for customers is essential for our business to succeed and grow.

MVASIST/Pro is now used for every customer and every service transaction and it's improving our operation by setting the tone for enhanced productivity.”

**Ron Meyering**  
President,  
M&K Quality Truck Sales



“We strongly recommend the full onsite training program that Decisiv offers users of the MVASIST/Pro platform. This offering provides a better grasp of how to use the platform, and with trainers on hand you get answers immediately. It’s really the best of both worlds.”



### About M&K Truck Centers

Headquartered in Byron Center, Michigan, M&K employs over 750 talented people across 16 locations in Michigan, Indiana, Illinois, and Pennsylvania.

M&K Quality Truck Sales is an authorized dealer for Volvo Trucks North America, Mack Trucks, GMC and Hino.

## Results

### Better customer service and integrated systems

MVASIST/Pro has provided M&K Quality Truck Sales with a uniform platform for developing accurate and timely repair estimates. In addition to enabling the dealership to meet state legal requirements for written estimates, among the advantages of adopting the solution are:

### Boosting Revenue

By automatically coaching service writers to include associated repairs and suggest related repairs to customers, MVASIST/Pro helps M&K service advisors better service their customers by suggesting appropriate related operations like fluids, belts and filters. The result is reduced comebacks, improved customer satisfaction and increased revenue per repair order.

### Improving Productivity

With MVASIST/Pro from Decisiv, M&K has experienced an increase in shop productivity. The improvement is based on the ability to develop estimates that provide technicians with expectations for time standards and accurate detailed parts lists that can be accessed quickly and easily.

### Enhanced Customer Satisfaction

The Decisiv MVASIST/Pro platform at M&K is credited with improving customer service by producing accurate estimates faster and fostering better communication. Customers are not only pleased with the dealership’s service but the number of disputes over estimates and repairs has dropped off significantly since MVASIST/Pro was adopted.

### About Decisiv

Decisiv SRM platform revolutionizes how the service supply chain for commercial assets communicates and collaborates. As the industry leader in service management technology, Decisiv is driving unrivaled improvement in asset performance and utilization for manufacturers, service providers and asset owners in the commercial vehicle market.

The SRM platform’s service orchestration capability that intelligently harnesses, shares and analyzes connected asset data, is the key to driving asset uptime and availability. Decisiv is the partner of choice for major commercial vehicle manufacturers, including Volvo, Mack, Hino, Isuzu, Peterbilt, Kenworth and Michelin, as well as their dealers and call centers, service networks and asset owners.

For more information, visit [decisiv.com](https://www.decisiv.com)