



## Service Provider Committee Information Report: 2011-1

### *Understanding Heavy-Duty Vehicle Standard Repair Time (SRT) Guides*

Developed by the Technology & Maintenance Council's (TMC)  
Recommended Standard Repair Times Task Force

#### **ABSTRACT**

This TMC Information Report provides equipment managers insight into how “Standard Repair Time” (SRT) guides are developed and used in support of equipment maintenance and repair. Equipment managers should recognize that SRT guides used by service providers vary for a variety reasons, such as corporate policy and affiliation, and access to specific SRT guides.

#### **INTRODUCTION**

Standard Repair Time (SRT) guides are available from a variety of sources that include original equipment manufacturers (OEMs), component suppliers and third party publishers. Service providers use SRT guides to help resolve issues relating to repair order charges based on time and material. Each SRT is designed using methodology determined by the SRT developer to establish hourly times for completion of specific job tasks.

SRTs may vary from developer to developer, depending on the methodology/formula used for developing the SRT. Some of the variables in SRT methodology include:

- technician skill level,

- access to replacement vehicle components and necessary tooling,
- non-repair tasks required to facilitate the repair,
- parts ordering,
- review of service manuals,
- road testing,
- cleaning, and;
- other “overhead” related items.

SRTs typically do not include time for additional tasks that may arise through the course of repair, such as repairing broken bolts, specialized equipment, add-on aftermarket products, or other such items that would be considered additional job tasks but are related to completion of the original repair task.

**Technology & Maintenance Council (TMC)**  
950 N. Glebe Road • Arlington, VA 22203 • Ph: (703) 838-1763 • FAX: (703) 838-1701  
tmc@trucking.org • <http://tmc.truckline.com>



## **TIME STANDARD CONSIDERATIONS**

Fleet managers should consider time standards to be a guide for labor charges related to a requested repair task. Both parties should recognize that “special circumstances” arising during the repair will require additional time standards to be applied to accomplish the original task with proper communications and documentations made during the repair process by the service provider.

Service providers often modify time standards to fit their individual business practices, such as adding a percentage to the base time standard. This practice, if used, should be consistent across all time standards to be considered an “acceptable business practice.”

It also should be noted that some fleet-specific repair functions or inspection practices may not be covered by an SRT because of specific fleet requirements. For those functions, fleet managers should work with their service provider to determine an acceptable time standard while maintaining flexibility to adjust time standards with their service provider as actual time on a task becomes available. SRT guides should be considered by both parties to be “time on task” and have no relationship to “time in bay” in determining labor charges for repair.

**NOTE:** Emergency repair work performed at roadside is not covered by SRTs due to the variability associated with those repairs.

## **STANDARD REPAIR TIME GUIDES**

Commercial SRT guides are available to fleet managers and service providers. OEMs and component suppliers also offer guides upon request that cover their respective products.

At present, there is a wide-ranging supply of SRT guides for automotive and light truck applications, but only limited availability for the heavy-duty market. This document attempts to list all commercially available heavy-duty SRT guides. Any omission of an SRT guide

for heavy-duty vehicles should be considered unintentional.

The following list should not be considered an endorsement or approval by TMC. Rather, TMC provides this alphabetical list to make equipment managers aware of what is currently available.

### **Mitchell1/Mitchell Information Services**

14145 Danielson St.  
Poway, CA. 92064  
(888) 724-6742  
[www.tractor-trailer.net](http://www.tractor-trailer.net)  
[www.m1products.net](http://www.m1products.net)

### **Motor Information Systems**

1301 W. Long Lake Road, Suite 300  
Troy, MI. 48098  
(800) 4A-MOTOR  
[www.motor.com](http://www.motor.com)

### **Real Time Labor Guide**

PO Box 21728  
Tampa, FL. 33612  
(800) 487-0279  
[www.laborguide.net](http://www.laborguide.net)

For OEM and component manufacturer SRT guides, contact the OEM or component manufacturer directly.

## **CONCLUSION**

SRT guide utilization is an evolving process for both service providers and fleets. Both parties should expect to benefit from SRT guide usage, regardless of which guide is chosen.

Fleet managers benefit through more reliable cost/budget control, improved asset utilization and improved communication with service providers. Fleet managers can also recognize “soft cost” benefits, such as driver satisfaction, improved decision making, improved departmental communication and improved customer satisfaction and relationships with shippers and receivers.

Service providers should expect to gain better technician utilization, scheduling, identification of training needs, inventory needs and special tool requirements. What's more, technician performance — both positive and negative — should be more easily identified with proper SRT management. Improved customer satisfaction and communication would also be an additional benefit of using SRTs.

Communication between fleets and service providers prior to repair will eliminate most if not all issues related to labor charges. Utilization of TMC RP 535, *Template for Establishing Fleet/Service Provider Relationships* should be implemented between fleet managers and

the service providers with whom they conduct or plan to conduct business on a long-term basis.

Reviewing the SRT guide used by a service provider should be the first step in conflict resolution, if and when such situations arise. Recognizing that SRTs for the same job task will vary with the SRT guide used by the service provider, due to the differences in methodology employed by the SRT guide publisher. However, the methodology used to establish an SRT guide should always be made available to the service provider and provided to the fleet manager upon request. □