FLAT RATE SERVICE TIME

Flat rate service time (FRT) means the standard time required to service a MC, which is listed in this manual to help the dealers control the actual working process and calculate the service charge by using it as a guide.

FRT setting system

- Net service time
  - Removal, Disassembly/reassembly, Installation
  - Inspection, Measurement, Adjustment, Confirmation
  - Diagnosis/troubleshooting (Electric system)
  - Completion inspection
- Float time
  - Preparation (Process check, Confirmation arrangement for necessary tools)
  - Related work (Transfer of vehicles)

* Float time is set by multiplying the net service time by a given coefficient.

Editorial style

The service items shown in the text are listed with the exchange work time for the repair sales parts as the subject. Other representative service items not using repair parts (removal/ installation, adjustment, inspection/measuring, and other work) are listed collectively in the list in the preface, classified according to the work.

FRT setting standard

- Decimal system (in unit of 0.1) is adopted to set FRT as it is convenient to calculate the wage.
  Example: (0.1)→6 minutes, (0.2)→12 minutes
  [Labor cost per hour] x [FRT] = [Wage]
- FRT is set with a hand tool.
- Service items and FRT can be subject to change depending on development of tools and service equipment and improvement in service procedure.