

## RVAA STANDARDS POWERPOINTS TO BEGIN

### ***RVAA "Talking PowerPoint" Programs to Kick Off in October***

RVAA Introduced it's "Standard Best Practices" during its 2008 Executive Conference in August 2008 at the Chase Park Plaza in St. Louis, MO. That was only the beginning! The best practices will continue to be reviewed by a Task Force governed by RVAA's Executive Committee throughout the year - additional best practices will be implemented and revisions will be made as time goes by to align the practices with current industry trends.

RVAA also intends to give its members the edge in incorporating the practices in their everyday business. Beginning in October, special "Talking Powerpoint" programs will be posted on RVAAHQ.COM which will provide insight and education on individual components of RVAA's current Standard Best Practices. Programs will be from 10-15 minutes in length packing a lot of information into a little time to conform with crowded schedules in a typical business day. Any employee of an RVAA member company may view the programming as many times as they wish. Each month, new programming will be added to develop a comprehensive library of education for RVAA members to most efficiently operate within the aftermarket community.

### ***RVAA's Standard Best Practices***

*Introduced August 2008*

#### **RVAA PARTS BEST PRACTICES**

- Established part numbers for all finished goods products and parts or sub assemblies
- Established UPC codes for 100% of all finished goods, and a plan to implement UPC for parts.
- Published lead times for all products and parts
- Published parts manual
- Published warranty policies and procedures

#### **RVAA EDUCATION BEST PRACTICES**

- Provide factory technical and sales training to the aftermarket (WDs and Dealers)
  - Recognized methods of training:
    - In-person seminars
    - Web-based seminars
    - Published training manuals
    - Published bulletins
    - Published troubleshooting guides

#### **RVAA SALES BEST PRACTICES**

- Utilize RVAA's standardized price files
- Utilized RVAA's standardized new product/part form
- Utilize RVAA's graphics standards
- Online ordering capability for customers
- Provides stocking recommendations for best results
- Provide toll-free customer service hotline to WDs

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**Recreational Vehicle Aftermarket Association 54 Westerly Road Camp Hill, PA 17011**  
Phone: 717.730.0300 FAX: 717.730.0544 Website: [www.rvaahq.com](http://www.rvaahq.com) Industry Site: [www.rvaftermarket.org](http://www.rvaftermarket.org)