



**Automotive Parts Distributors and RPM Training Present:  
Our 3 Day Live In-Person SMART COURSE**

**Service, Management And Results Training**

**The Boot Camp of Automotive Shop Management Training  
Airdrie, AB April 14-16, 2026**

**Venue: Woodside Golf Club, 525 Woodside Drive NW, Airdrie Alberta**

**Cost \$1799.00**

**REGISTER HERE: [Training Courses | Automotive Parts Distributors](#)**

**Trainer: Murray Voth** [murrayvoth@rpmtraining.net](mailto:murrayvoth@rpmtraining.net) 604-786-9049  
*Experience the latest in modern shop management training that is a result of 36 years of experience distilled into 3 Days. After 19 years of training and coaching Murray knows what works and what doesn't work, and how to get people past their roadblocks!*

**Day One: What We Sell Disappears - Capturing What We Sell**

1. Introduction – What Is Good Customer Service?
2. Managing the Paper and Communication Flow
3. Scheduling – Creating a Professional Practice
4. Dispatching – Analogue and Digital Workflow

**Day Two: What is A Fair Price? - Managing What We Sell**

5. Client Consultation Process – Overcoming the Negative
6. Measuring and Managing Service and Parts
7. Creating Productivity & Efficiency in Time and Money
8. Getting Paid For Testing – Throw Out The Magic Wand

### **Day 3: What is Good Value? – Managing the Vehicle**

- 9. Inspections – The Doctor is In!
- 10. Maintenance Programs - Planting A Crop for the Future!
- 11. The 400% Rule – The Deferred work cycle.
- 12. Conclusion – How To Make These Changes Stick!

**RPM Website: <https://rpmtraining.net/>**

### **Testimonials:**

“In my previous workplace I went to a lot of training courses and seminars. (Primarily put on by RBC) I have never experienced a trainer as knowledgeable about a subject as Murray Voth of RPM Training. The content was excellent and relevant and was well communicated at a good pace. His personalization of the training includes his own past experiences as well as current industry practices; his genuine interest in all who attended was a pleasant addition to the course. Genuine, Compassionate, Understanding, Concise, Humorous, Insightful, and Knowledgeable.” ~ Joclyn C.

Further referrals available on request.

Your investment is only **\$1799.00** per person plus applicable taxes. Includes lunches, beverages, and training material.

Any shop that takes this course and implements at least one of the key chapters, will gain .5 of a billed hour per technician per day.

**Example:** 3 technicians X .5 Hour = 1.5 hours per day.

1.5 hours X 21 days in a month = 31.5 hours.

31.5 hours X \$120 an hour = \$3,780.00

You double your training dollars in one month!

And add \$45,360 in service sales for the year!

**Don't miss out - Book Today!**

**Contact your APD Territory Manager**

