



# Diagnostics - *Beyond the Silver Bullet*



*Instructor:*

**Keith Perkins**

A structured diagnostic process that applies to any customer concern, emphasizing critical thinking over guesswork. Practical tools to improve consistency and communication for technicians, service advisors, and managers. As the foundation for all other L1 Training courses, attendees build habits that lead to accurate, efficient diagnostics.

- Repeatable Diagnostic Process
- Improved Team Communication
- Practical Tools and Resources
- Shop-Wide Consistency
- Foundation for all L1 Classes

Build consistent, accurate diagnostics through a shared process that strengthens communication.

**Wed 2/11/26**  
**Thu 2/12/26**

**6pm to 8pm**  
*Eastern time zone*

*Code:* **OLT508**  
*Cost:* **\$150 USD**  
*Per Student*



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