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# Diagnositics

— *Beyond the Silver Bullet* —

*with 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

**SATURDAY  
NOVEMBER 21, 2026  
8AM – 12:15PM PST**

**CLASS ID: OLT540  
\$150 USD / STUDENT**

