

BUSY WORK KEEPING YOU FROM GROWING YOUR REPAIR SHOP?

1 YOUR GOAL

To hire X new employees to handle [insert tasks taking up your time].

OR

To rearrange and reprioritize staff job roles and systems so that [insert tasks] no longer fall solely on owner to accomplish.

These will help the owner focus on creating and implementing strategies to help the shop make \$X in profit by the year 20XX.



2 THE RESPONSIBILITY

THE SHOP OWNER- Set up systems, hire employees, delegate

BOOKKEEPER/OFFICE STAFF- Complete tasks, follow processes, report to the owner



3 MEASURING THE SYSTEMS

Tracking your own time spent can be a good way to measure the success of the systems, as can the reports from your staff.



4 CREATING SYSTEMS

Some systems you might want include:

- Bill and Invoices
- Customer Service
- Waiting Area Cleaning
- Other Tasks



5 REVIEWING THE SYSTEMS

Again, review reports to make sure tasks are being completed to standards and keep track of your own time. This will give you a good idea of how systems are working in your shop.

