

DON'T LET EMPLOYEE PROBLEMS HOLD YOUR REPAIR SHOP BACK

1

SETTING A GOAL

To reduce employee turnover by X%. We plan to do this by removing problem employees and hiring better candidates through more streamlined hiring procedures, in order to improve shop culture and increase profits through reduced turnover and increased efficiency.



2

ASSIGNING RESPONSIBILITY

THE SHOP OWNER- Oversee systems, Improve shop culture, Address major problems

HIRING MANAGER/HR- Help create hiring systems, find new employees

SHOP MANAGERS- Identify and bring major problems to your attention



3

MEASURING SYSTEMS

Efficiency and productivity can be good metrics to look at to judge how they systems are working. You should also keep an eye on your turnover rate.



4

BUILDING SYSTEMS

Some systems you might want include:

- Shop Operating Procedures
- Hiring Processes
- Tech School Partnerships
- Chain of Command
- Training



5

REVIEWING 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.

