

KEEP WORK DELAYS FROM STALLING YOUR REPAIR SHOP

1

SETTING YOUR GOAL

As a shop, we will complete repairs in the time quoted or less for every job that comes through, saving an average of \$X per repair.



2

WHO HAS RESPONSIBILITY?

THE SHOP OWNER- Puts systems into place, monitors the systems

SERVICE WRITERS- Need to be accountable for following shop processes on writing estimates

TECHNICIANS- Need to be accountable for their efficiency and for following shop processes



3

MAKING SURE YOU'RE MEASURING

Measure things like efficiency, but also how well your staff is adhering to their systems. Keep up with tracking these measurements.



4

CREATING AND REVISING SYSTEMS

Some processes you might want to consider:

- Preparing Service Orders and Estimates

- Shop Organization and Tool Placement

- Parts Inventory and Ordering

- Communication Between Service Writers and Techs

- Job Procedures



5

THE REVIEW PROCESS

Reviewing your systems and shop measurements must be an ongoing thing. This will help address problems much more quickly.

