

SESSION

Elevating & Measuring Service Excellence

DESCRIPTION

Examining the Internal Processes of a Shop to Maximize the Client Service Experience

Examining often overlooked or not even thought of processes because “that is the way we have always done it”. The Trade days are over as the right processes required today in a shop elevate the Industry to a Profession.

Productivity Measurement as a TEAM Starts to Tell Us Where the Client Service Problems Are

Shop Management can get sidetracked when they only focus is on individual productivity measurement within their business. This is not to say that it is not important, however, individual measurement, known as Proficiency measurement, is excellent for counseling an individual technician staff member to improve themselves but what about the TEAM productivity measurement as a whole and the effect on the business?

Measuring the entire shop as a Team can help direct management to the necessary attention to certain processes that are failing. When processes fail, client service levels decrease dramatically, and net income disappears. It also tells us much more. This specific measurement is called “Site Efficiency” and what it reveals is amazing.

An overview as to where our aftermarket sector is headed and why? The “mechanic trade” days are over.

- Business procedures and formulas objectives that focus on net income development.
- Shop Site Efficiency
 - What is it?
 - How is it calculated?
 - What does this specific number tell us about our TEAM?
- Measuring Tech Wages vs Profit Generated – you will be surprised what you can afford.
- 2 Non-Negotiable staff attributes required to build the right shop culture that are never discussed – it’s about time we did

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