

Shop Processes

Productivity is important to all of us. We all have a vested interest in reviewing the processes in our shop and making adjustments to make them work better. The most important asset a service business has is its employees and I believe this wholeheartedly. Since we do have some new personnel we also have access to new fresh ideas and approaches and I believe we could all benefit from their experience. I have listed several different processes (ways of accomplishing daily tasks) that we may be able to make more efficient. Any who have ideas on these or other processes or would just be interested in the review process. My plan is to get together and set up a flow chart for each individually as it is currently done and then brainstorm ideas to make it work better. Again please know that this is for your benefit and I am asking for help in this process. Please use this paper to jot down ideas and suggestions during the next week or so and we will get together some time during the next week or so and discuss this further.

Examples of shop processes to review.

1. Customer write up.
2. Diagnosis
3. Ordering parts.
4. Repair
5. Post repair activities
6. Invoicing

Thanks

Rick