

Justin Byington

Shealy Truck Centers

Week 1 Action Plan

- ❖ Goal; To improve tech gross profit % from 69% -72% in 6 months

- Measure their performance in a different manner to where it can be seen as far as efficiency and hours billed, but to use it in a colored format with smiley faces or frowning faces. We post the hours now, but not doing the smiling faces as was mentioned in class.
- One part I put into place already that seems to be working is that the shop had one half doing well with efficiency and one half that didn't. The half that did well was with Senior Techs and more of them are from the baby boomer area, the half that didn't is mostly from the millennial era and some from the X Generation. The higher efficiency group was closer to the Service Manager's office and the Foreman area on the other side of them. So I flip flopped the shop and put the lower efficiency where they are better watched and the efficiency increased overall the first month by close to 5% and up so far this month another 5%. So this will be monitored and see if the efficiency keeps improving.
- The other thing to help bring up the techs efficiency and gross is job mixture. So I have a better training path for the Service Advisors that will be put into effect which will include a better walk around, up sell, recommended maintenance, and showing repairs needed to the drivers. The training is to teach them to be better sales advisors and less of being order takers.
- The Advisors will also be filmed during training and with secret shopper type customers and then the videos will be used to help them see their OFI's and we will improve on that.
- I am working on a list of repairs and breaking down the repairs to repair types and then having technicians assigned to do those repairs if approved on the list. One problem that exists is the Foreman is new and he has put the wrong tech on the wrong job too many times, which is training for him as well. I am going to get these items in place and have the Foreman shadow me, then I will shadow him as well as the Service Manager to get shadowed and to shadow.
- All jobs are flat rated and verified, so I want to go and see that it is happening correctly.

So the results will be monitored, then there will just be continuous training to improve little by little.

