

# Service Department Analysis for Premier Truck Group of Ardmore

## **Strength**

1. Service Truck (24 hour call out available) only OE in town with this available.
2. Staff- Well trained staff placed in other departments to help support Service. Parts department has over 100 years of combined knowledge.
3. Ability to have most parts overnight for beginning of business. Due to the proximity of the DTNA warehouse parts are delivered around 1am and are ready for techs to begin working at 7am.
4. Hands on Training- compared to other OE's we send our techs to more

hands on training than anyone else in town.

5. Foot Print, The size of Premier Truck Group.

## **Weakness**

1. Tech Depth- Skills gap is a major issue among our techs. Techs with the most skills are often swamped with work that other techs are unable to complete.
2. RO Closing- Warranty RO's are closed off sight. We are often out of sight and out of mind for the warranty department.
3. Customer Updates- at times we get caught up in the daily grind and fail to properly update the customer as we should.
4. CSR- Experience is a factor with our CSR. He has been a CSR for less than a year.

## **Opportunities**

1. Tech- Recruit young trainable techs.
2. CSR- Properly train CSR's to be a salesperson.
3. Proper shop loading to keep techs busy throughout the day.
4. Cross trained CSR/Back parts counter person.

## **Threats**

1. Other OE dealers actively recruiting techs.
2. PB and KW proximity to the interstate.
3. Staffing- Short staffing often causes fatigue and stress on employees.

## **Objectives**

1. Decrease lag time from last punch to RO close on customer pay and warranty RO's.
2. Focus on proper shop loading to reduce unapplied time and increase moral by keeping techs busy.
3. Increase and track tech proficiency.
4. Track parts lost sales in correlation to dwell time in the bay.
5. Increase Service Truck Sales

## **Strategies-**

- 1.** Have service writer, foreman, and warranty clerk participate in RO survey sheet.
- 2.** Run RTT daily and check for abnormal unapplied time among techs.
- 3.** Currently Tracking with PAG Browser
- 4.** Audit parts lost sales daily and compare to thru-put data.
- 5.** Properly Market 24 hour call out to large fleets.

## **Tactics-**

- 1.** Provide RO summery sheet to all personnel responsible for closing RO's. Have the personnel fill out 25 RO's they closed in the previous month. These RO's will be selected using the RCRO function in CDK. Upon doing so this should bring to light and open up for discussion where the delay is.
- 2.** Program CDK to run the RTT report nightly and look over in the morning. Host 5 minute Huddle meeting with service personnel and techs for

explanations on the abnormal time. If we find a trend we may have to adjust schedules.

- 3.** Post proficiency data on the communication board. Discuss during weekly huddle meetings. Develop a challenge/award program to drive the increased percentages.
- 4.** Use the parts lost sales audit available on fast lane to compile a list of lost sales and SOP parts that may have delayed trucks leaving the shop based of thru put numbers in the PAG browser.
- 5.** Reach out to Go Fan Base, corporate marketing, and PTG fleet reps to bring light to our mobile service truck.
- 6.** Develop team strategy to pair techs with parts personnel. Incentivizes parts personnel off of tech proficiency.

## **Action Plan**

**Task**  
**Due Date**

**Champion**

Service staff to  
8/15/17  
Complete RO Survey

Service Foreman

Track daily lost sales  
8/1/17

Branch Manager

Program CDK to auto run I.T.  
8/1/17  
RTT

Meet with GFB about  
7/17/17

BM

Social media blitz for  
Service truck advertisement

**Task**  
**Due Date**

**Champion**

Restructure service

Foreman

8/15/17

Schedule to cover peak

Times