

Fixed Operations 2 (service) Seminar 25

Service Department Analysis for Fredericton Toyota

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Synopsis

It is obvious from this course and my repair order analysis that I need to hold my advisors and techs more accountable for their training, productivity and actions. My advisors are writing to many one-line ro's and very low hours per ro are resulting from this. It also has a big impact on the bottom line as we are leaving a lot of maintenance labor and parts dollars on the table by not advising the customer of what their vehicle is due for.

Technicians are spending too much time waiting for parts at the parts counter and too much time waiting for an advisor to sell a job. Resulting in loss of productivity in the shop.

I have several technicians that have not completed all the online training from Toyota Canada. More technician training will result in faster diagnostics and repairs. Less comebacks.

If I have my block three apprentice perform most of the wheel alignments, it will increase my gross.

By having MPVI's performed 100% of the time, the findings from the inspections will generate major dollars for the fixed op departments. Technicians and Advisors will also be happy as more labor produced in the shop means more money in their pockets.

I need to decrease the number of customers waiting at the dealership as this is part of my problem with the advisors not wanting to upsell. They are scared that we will not get all the waiters looked after in a reasonable amount of time. Also, more advisor training required.

If I analyze my repair orders daily, I will be able to coach the weak areas of my advisors and technicians in several areas including RO write ups (better customer concern analysis), missed maintenance sales, Technician MPVI's filled out correctly, Technician detailed cause and corrections. Provide monthly comeback reports to each tech.

I need to hold my techs that show up late and have to many sick days more accountable with repercussions. To many warnings to them will result in loss of employment to them.

I found on a positive note of the RO Analysis, that my effective labor rate compared to my door rate is good. I also have a great opportunity for growth with 46% of the vehicles coming into the shop are older than a 2016 model year.

This course had a great deal of information to it in which I am thankful that I was able to attend. I need to go back through the book several more times as it was a lot to retain in a short period of time. This course will help me increase the bottom line, retain customers and have happier staff.

Thank you,

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