

## **FIXED OPS**

### **BODY SHOP**

#### **3-Month Program Outline**

**2 Days per Visit**

- **THROUGHPUT**
  - Identifying opportunities
  - Impacts
  - Proven processes
  - Benefits of improvement
  
- **REVENUE CREATION**
  - Employees costs
  - Cost of sale
  - Efficiencies
  - Rates
    - Timeliness of increases
  
- **MATERIAL COST MANAGEMENT**
  - Chemicals
  - Supplies
  - Vendors
  - Waste
  - controls
  
- **ESTIMATE GENERATION**
  - Quality
  - Processes
  - Customer communication
  - Technology
  
- **QUALITY CONTROL**
  - Processes
  - Management
  - Identifying needs

- STRATEGIC PARTNERSHIPS
  - Repair Facilities
  - Towing/recovery vendors
  - Insurance Companies
    - Preferred Status
    - Set rates
  
- VOLUME GENERATION
  - Customer satisfaction
  - Referrals
  - Spiffs
  - Strategies
  - Campaigns
  - Increase awareness
    - Internal vs. External Marketing
  - Insurance Company leads
  
- PARTS SOURCING
  - OEM
  - Aftermarket
  - Wholesale relationships
  - Online vs. Brick and mortar
  - Quality standards