

FIXED OPS

SERVICE MANAGEMENT

4-Month Program Outline

2 Days per Visit

- **LEADERSHIP**
 - 5 Leadership Essentials
 - 10 Daily habits
 - 3 types of supervisors
 - Rules for coaching
 - Lost art of delegation
 - Defined leadership mission

- **HIRING**
 - Understanding your needs
 - Defining qualifications
 - Being open to train
 - The costs of firing vs. training
 - Employee retention
 - Career path
 - What you have to offer

- **PROFITABILITY**
 - Defining profitability
 - Cost Cutting
 - Negative impacts
 - Identifying need
 - The key ingredients

- **PERFORMANCE STRATEGIES**
 - Objectives
 - Measurement
 - Developing needs based strategies
 - Implementation
 - Accountability

- TIME MANAGEMENT
 - How much time is too much with employees
 - Knowing how to determine
 - When less is more
 - How to properly structure your day
 - Utilization of your most valuable resource
 - Time wasters
 - Technicians, Advisors, support staff
 - Defined processes that minimize
 - Identify the biggest daily sources

- PAY PLANS
 - What determines the best pay plan
 - The rules of fair compensation
 - Determining the key components
 - Drive behaviors
 - Inspire action

- KPI MANAGEMENT
 - How to communicate expectations
 - Creating transparency in the process
 - Sharing the vision
 - Inspire performance
 - Measure and acknowledge
 - The power of consistency

- THROUGHPUT
 - Understanding the definition
 - Impacts
 - Proven processes
 - Benefits of improvement

- ASM MANAGEMENT
 - Understanding their needs
 - Setting expectations
 - Defined processes
 - Leading from the front

- DELEGATION
 - Importance of delegation
 - Basics of delegation
 - 10 best practices
 - 8 – point checklist
 - The 3 Qualifiers

- ELR
 - Understanding the calculation
 - What are the drivers
 - How to impact quickly and effectively
 - Importance of high ELR

- HRS/RO
 - Determining performance levels
 - Sources of low hrs/ro
 - How to increase
 - Processes
 - Technology

- EMPLOYEE COST MANAGEMENT
 - Understanding the costs
 - Recognizing opportunities
 - Restructuring Guidelines
 - Strategies to improve

- MATRIXES
 - Benefits
 - How they empower the dealership
 - Types
 - Linear
 - Bell Curve
 - Labor vs. Parts
 - Rules of implementation

- CSI
 - Why important
 - What should be tracked
 - How to improve

- Survey count vs. response rate

- SHOP SUPPLIES
 - The need
 - Pricing strategies
 - How to control costs
 - Delivering the message

- REPORT UTILIZATION
 - Fear of drowning
 - How much data is too much
 - What is not enough
 - Daily management
 - Forecasting
 - Strategies
 - Identifying opportunities
 - Performance improvement
 - Process improvement
 - Employee manipulations