

Fixed Operations

With Dan Walsh, C.O.O of Bussani Mobility



Background

Work History

- *10+ Years in the Restaurant Industry*
- *Towing & Autobody*
- *Truck Driver*
- *Teamster Union Delegate*
- *BMT Since 2004*

Education

- *High School*
- *Further specialized education*

Personal History

- *Beautiful Wife*
- *Two beautiful daughters*
- *Mother who inspires me*



2004 BUSSANI MOBILITY TEAM

- Mobility repairs only
- Minimal investment into service department
- Low profits
- No accountability
 - “Conversion only” technicians



THE REALIZATIONS

*Wheelchair Accessible Vans are **Just Vehicles...***

Question:

Besides the internal workings of the engine or transmission;
What parts of the vehicle are NOT affected by the conversion?

ANSWER:

None. The conversion affects it all...body, trim, paint, interior, seating, occupant restraint, HVAC, suspension, fuel system, and the electrical system



THE REALIZATIONS

We are an Automotive Dealership for People with Disabilities
-Tim Hargis

- By providing full automotive care our service department would:
 - Increase profits
 - Providing the means to hire better talent, invest in the shop, and a better experience to our customers

Thus, becoming a great **Full Service Automotive Dealership** for our clients.



HOW TO GET IT DONE

Take Blood Pressure Am I right?
medicine
Cry often Realize your great Idea won't work Succeed Sell a van Solve world hunger
Help a Family Have a great idea Fix everything Get Tacos
Be right Hydrate Blame Nicole Pray More questions
Work too many hours Apologize Frustration
Victory Surf amazon Drink excessively Watch too many youtube videos
Fail This isn't going to work Call a friend
Get yelled at Call Mom Yell at people Celebrate



BUSSANI MOBILITY TEAM TODAY

01 MANAGEMENT

- *Know your customers*
- *Empower*
- *Reward accomplishments*
- *Allow mistakes*

02 WORKFLOW

- *Consistency*
- *Locations for each step*
- *Are the steps followed?*
- *Do you follow them?*

03 DISPATCHING

- *Set the Goals*
- *Complete all the work*
- *Ensuring each staff member wins*
- *Leave the Rock Stars alone*

04 ANALYZE

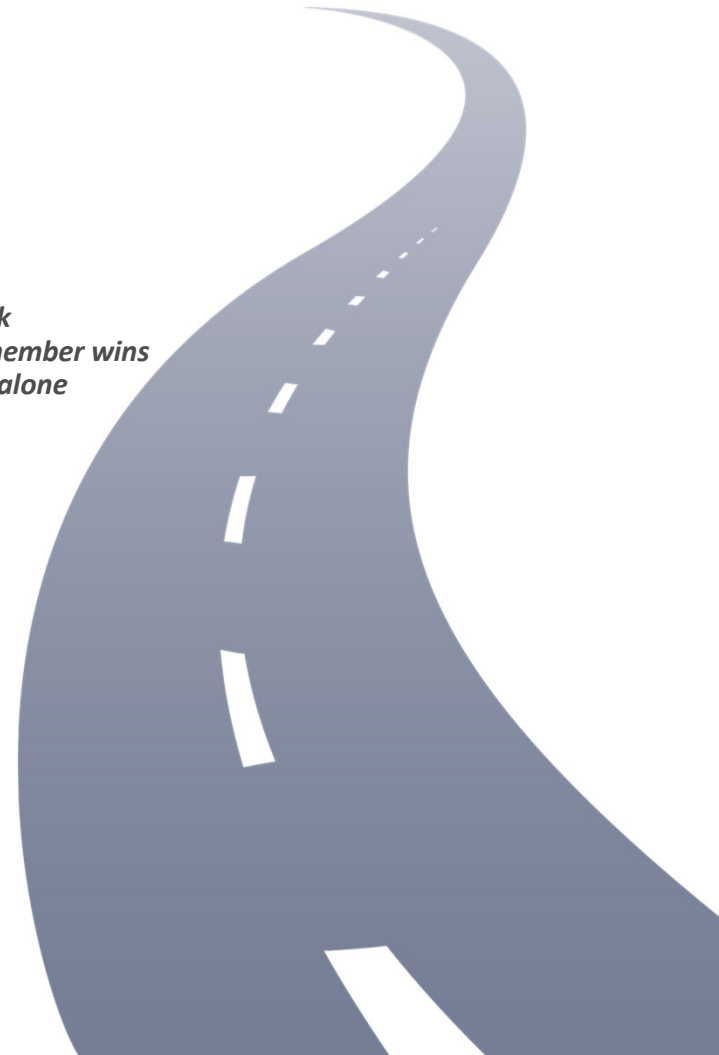
- *Find your weaknesses*
- *Staff input*
- *One change at a time*

05 ADJUST

- *Apply feedback*

06 AND REPEAT...

- *Do it again....*



THANK YOU FOR ATTENDING

Feel free to forward any questions to

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