



Fixed Ops: *Maximizing Your Shop's Potential*

Dan Walsh | Bussani Mobility



Now, what does LT have to do with running a Service Department?



EVERYTHING !!

Disclaimer:
*Please do not strike
up football conversation
with me later.*

*You will be
disappointed.*

Why Lawrence Taylor ?

- Most would guess it's the violence
- Many will guess its my ego
- Few would say it's my passion for football
- Well, they would be (mostly) wrong

Lawrence Taylor:

- Has tireless effort
- Desire to give 1000% Every Game, Every Play
- While self-motivated, he has the ability to drive his teammates.
- This is my Lead Technician
- He is deliberately overpaid

How do we find such talent?

I Have No Clue That's in this class:

Recruiting, Retaining, & Recognizing Top Tech Talent

Jay Goninen, WrenchWay | Joe Clementi, MobilityWorks



The Question is **WHY** do we need such talent ?

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.

The Question is **WHY** do we need such talent ?

*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 Question is **WHY** do we need such talent ?

- We depend on the MFG to fix today's problems
 - ❖ Causing major revenue loss to the dealer
 - ❖ Customer experience declining
 - ❖ No advancement to our industry

- Full Service Automotive Dealerships
 - ❖ **ARE MORE PROFITABLE**

The Next Question is HOW?

- ✓ Service Sales Training
- ✓ Time Management / Training
- ✓ Technician Structure
- ✓ Diagnostic Training

Structure:

Written & Defined; Workflow
Location for Documentation
Repairs allowed without SA approval
Visual, Up to Date Goals
What it takes for them to WIN!

Expectation

What hours should they produce in a day/week
Proper repair orders
How long should diagnosis take
What is expected from the diagnosis / repair
What happens when a mistake is made

Communication

Create a time to express thoughts concerns
Daily appointment meeting
Respect

Environment

Working equipment
Vehicle Lifts
Advanced Computers
Non-toxic co-workers

DON'T FORGET YOUR SURVEY!

- Use the conference app and complete the survey found in the “schedule” for this session

OR

- Complete a paper survey



THANK YOU FOR ATTENDING