



FINISHMASTER™

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BEST PRACTICES NEWSLETTER

Measure Everything!

Many factors need measured and monitored in order to properly and profitably manage a collision repair facility today. Margins are so tight that we can't just run our shops by the seats of our pants anymore.

The need for accurate and timely management information is more important now than ever. We must track costs and profits on **every job, every day**. We need to know profitability by source, by make, by technician, by severity and by service writer. We need to know work in process by both dollars and by hours so that we can schedule efficiently.

We must minimize the administrative time required to gather the information we need and reduce our estimators' and administration team's workload.

That can be done through the use of a good management system. With today's margins, we need a tool capable of measuring everything.

Administrative Management Shop Best Practices

Are you regularly reviewing non-production and administrative responsibilities and tasks in your shop to maximize administrative efficiencies?



Start with this check list...

Does staff participate in a daily organizational meeting to discuss current business?	YES	NO
Is there any effort to cross train administrative staff to prevent interruptions in customer service?	YES	NO
Are there resources available for training the administrative staff?	YES	NO
Does the owner or manager track production and sales daily?	YES	NO
Are all parts ordered by fax (electronically), and is the VIN number included?	YES	NO
Are parts delivery procedures & responsibilities written and agreed to by suppliers?	YES	NO
Are all essential documents assembled into a job file?	YES	NO
Is there a procedure in place for documenting return parts?	YES	NO
Does the staff have a method to determine how much work to schedule?	YES	NO
Does the shop have a checklist of requirements for each insurance company?	YES	NO
Is someone responsible for accepting all parts invoices and checking for any price increases?	YES	NO
Have estimators received technical training that allows them to prepare accurate estimates?	YES	NO



Our Business Is Making Your Business Better