

What still waits for you?

The goal is not to remove the owner from every decision — some decisions should stay with you. This is simply a way to see where routine operating decisions, people issues, and day-to-day exceptions still come back to the owner. Mark what normally happens in your shop.

AREA	RUNS WITHOUT ME	USUALLY HANDLED	OFTEN COMES BACK TO ME	WAITS FOR ME
Customer complaints and routine escalations	☐	☐	☐	☐
Pricing or discount exceptions within agreed limits	☐	☐	☐	☐
Daily production and workflow decisions	☐	☐	☐	☐
Employee performance and accountability issues	☐	☐	☐	☐
Schedule changes, call-outs, and coverage decisions	☐	☐	☐	☐
Comebacks, warranty issues, and customer recovery	☐	☐	☐	☐
Advisor and technician coaching during the week	☐	☐	☐	☐
Enforcing agreed shop processes and standards	☐	☐	☐	☐
Routine vendor, parts, or purchasing issues	☐	☐	☐	☐
Day-to-day operating decisions when the answer is not obvious	☐	☐	☐	☐

NOW LOOK AT WHAT COMES BACK TO YOU

Circle the two or three items you marked **Often Comes Back to Me** or **Waits for Me**. For each one, ask: Who owns it? Do they have enough authority? Is there a clear standard? Do they have the skill and confidence? Am I taking the decision back too quickly?

ONE THING TO TRANSFER THIS WEEK

DECISION OR RESPONSIBILITY _____

WHO SHOULD OWN IT _____

WHAT THEY CAN DECIDE WITHOUT ME _____

WHAT STANDARD GUIDES THE DECISION _____

WHEN THEY SHOULD BRING IT BACK TO ME _____

The goal is not to make yourself unnecessary. It is to build enough clarity, authority, and leadership underneath you that the shop does not have to stop every time something requires judgment.

See where the shop still depends on you, but not sure how to transfer ownership?

Schedule a free 30-minute coaching consultation with AutoShop Answers and talk through what you're seeing in your shop. Book a time: calendar.app.google/qZo5JrkacYLEzo7M7