

Where are your billed hours getting stuck?

When a shop isn't producing the hours it should, the natural reaction is to look at technician productivity. Sometimes that's the problem. But a lot happens before a technician ever turns a wrench, and between one job and the next. Don't overthink the answers — just mark whether each situation happens rarely, sometimes, or often.

SITUATION	RARELY	SOMETIMES	OFTEN
1 Cars sit too long before the inspection or assigned work gets started.	☐	☐	☐
2 After the inspection, it takes too long for the estimate to get built and presented.	☐	☐	☐
3 Estimates sit waiting for somebody to contact the customer, follow up, or get an approval.	☐	☐	☐
4 Approved jobs lose time waiting for parts to be sourced, ordered, received, or staged.	☐	☐	☐
5 Technicians finish a job and then wait too long to find out what's next.	☐	☐	☐
6 Work gets dispatched based on whichever car or customer is making the most noise, instead of skill, capacity, and promised times.	☐	☐	☐
7 Cars are in the shop where nobody can quickly say what the next step is.	☐	☐	☐
8 A car can sit for an hour or two before anybody realizes it has stopped moving.	☐	☐	☐
9 When a car gets stuck, it is unclear who owns the next action.	☐	☐	☐
10 The advisor or manager cannot say, at any point in the day, which cars are moving, which are stuck, why, and what happens next.	☐	☐	☐

NOW LOOK AT YOUR ANSWERS

Don't worry about a perfect score. Start with the questions you marked **Often**. Pick the one that creates the most disruption and ask four questions:

- a What is the car waiting for?
- b Who is supposed to make the next thing happen?
- c How long should that step normally take?
- d How would we know the process is being followed?

Then watch that one part of the process for a day — not five things at once. The point is not to get everybody moving faster. It is to find the place where the shop keeps losing momentum and fix that first.

Found the bottleneck but not sure what to do next?

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