

SEF step: Repair

What should be the outcome of the solution: The workshop operates with a profit.

What do you need (tools): DMS, clocking tool.

KPI: Productivity, Efficiency Clocked hours per repair/work order & Profit.

Who leads it: Service Manager.

Who is the target audience: Workshop Manager.

How to:

Step 1: You need to have the following monthly data available:

Attended hours

Clocked hours

Invoiced hours

Number of work orders

Workshop Costs

Step 2: Calculate the total revenue through the clocked hours.

Step 3: Calculate the total cost of attended hours and the diverse service costs for the service reception and workshop.

Step 4: Total revenue minus the total cost will give you the delta. If the delta is a minus number then the workshop is losing money. If it is a plus number then you are making a profit above break even. Break even is when the difference between the two numbers is zero.