

Run a tune up on your business with

The Leading Hand

*See if your workshop is running as well as it should –
and how you can make it better !*



As a mechanic you know the importance of having a well-tuned vehicle. Your customers' safety, and your professional reputation, depend on it.

But what about your business? Is it running as well as it should? How does it rate in regards to its diary, job cards, invoices, and records? Are you able to easily keep in touch with your customers and tell them exactly the work you have done for them over the years?

Are you able to go home each night and sleep, rather than stay up all hours catching up on invoices and jobs?

And when it comes to free time, are you able to go away and not worry about the business running well while you're gone?

The Leading Hand has been helping workshops provide a professional and customer focused automotive service for almost 25 years. We know what it's like juggling the needs of the office with those of the workshop, making sure each job is done properly so the business runs smoothly and customers get a professional service.

SO HOW DOES YOUR BUSINESS RATE?

To find out, just look at the questions below, and tick the boxes you know you can do 100% well. Add up the numbers of YESes for each section. Look at the bottom for your total – and tips on how to get your business humming.

1. CUSTOMERS

- ☐ Can you build up a record of work you have done for a customer?
- ☐ Can you contact your customers by SMS and email, or even send a letter?
- ☐ Can you check on the work you did for them last month – or even 20 years ago?
- ☐ Can you easily check when a vehicle is due for a rego check, yearly service or it is time to change the spark plugs?
- ☐ Are you able to easily get in touch with your customers about these jobs or a special offer?
- ☐ Are you able to manage Loan cars booked out to your customers?

YES: ____/6

2. JOBS

- ☐ Can your quotes be easily used as job cards and invoices?
- ☐ Can you create templates of labour and related parts, so that with just a few clicks of a button a job card and invoice are ready to be printed?
- ☐ Can you do more than one job on a vehicle at a time, and invoice each of these jobs separately?
- ☐ Are you able to keep track of multiple jobs at the same time (rather than having to close one job and open another), and add information to them as needed?

YES: ____/4

3. PARTS & ITEMS

- ☐ Can you keep a record of the parts and items used to service your customers?
- ☐ Can you create Purchase Orders for particular jobs or for general stock?
- ☐ Can you easily create Stock Assemblies?
- ☐ Can you easily record the movement of your stock between Warehouses?
- ☐ Are you able to track the Serial Numbers of individual stock items and so be on top of Warranties?

YES: ____/5

4. STAFF

- ☐ Can you determine which mechanic(s) worked on each job, even a year ago or longer?
- ☐ Can you monitor the performance of your mechanics?
- ☐ Can you set individual cost and labour rates for each of your mechanics?

YES: ____/3

5. DIARY

- ☐ Do you have an easy to follow Booking system which shows what is happening in the coming days and weeks?
- ☐ Can you add items to your diary with just a few clicks of a button?
- ☐ Can you easily check which mechanics are responsible for particular jobs on each day?
- ☐ Can you book in jobs over multiple days?
- ☐ Can you easily calculate the time you have available in a day for any extra jobs that may come up?

YES: ____/5

6. BUSINESS ANALYSIS

- ☐ Can you get performance figures for your workshop?
- ☐ Do you know the number of new customers you get each month?
- ☐ Do you know the average amount your customers spend with you each year?
- ☐ Do you know the average value of each of your invoices?

YES: ____/4

7. CONTROL & SECURITY

- ☐ Can you access your files whenever you want?
- ☐ Can you be sure your records are secure?
- ☐ Are you in control of backing them up?
- ☐ Can you look at jobs that were done 20 years ago?
- ☐ Can you be sure a third (remote) party cannot interfere with your data files?

YES: ____/5

8. BUSINESS IMAGE

- ☐ Can you choose your own names for the fields where you enter information about your customer?
- ☐ Can you decide how you would like your job cards and invoices to look, and so reflect your business image and practice?
- ☐ Do your customers know exactly the work that has been done for them?
- ☐ Can you be sure your mechanics are working to the particular standard that you expect of them?

YES: ____/4

9. BUSINESS SUPPORT

- ☐ When you need assistance are you able to talk to the people responsible for making the program you are using?
- ☐ When you have a question do the people you are talking to care you about your business and wish it to be a success?

YES: ____/2

10. BUSINESS PRODUCTIVITY

- ☐ Are you able to make every hour of your day accountable?
- ☐ Do you have the power that information can bring to your business?
- ☐ Are you able to cope with the unexpected?
- ☐ Does each member of your team know what is to be done in the business each day?
- ☐ Does the front office and the workshop communicate effectively?
- ☐ Can you be assured your business is working profitably and is focusing on your customers?
- ☐ Can you close the door at the end of the day and relax?
- ☐ Have you had a “totally unplugged from business” holiday in the last 12 months?

YES: ____/8

TOTAL: ____/45

SO HOW DID YOU RATE?

0 – 15 NOT THAT GREAT, IS IT?

Perhaps you're just starting your own workshop and not sure what workshop management system you need. Or, you've had a business for a few years, but not getting the results you know you should.

The Leading Hand will help you be organised and streamline tasks so that you will be able spend time on your customers and their vehicles.

16 – 25 LOTS OF ROOM FOR IMPROVEMENT!

If you're running at less than 50% do you think you're getting the best out of your business? Are you keeping in good contact with your customers? Do they know when to see you for a service, or remember to bring their car to you rather than the workshop down the road? Are you presenting a professional business image?

The Leading Hand will help you do this.

26 – 40 YOU'RE DOING QUITE WELL, BUT IS IT ENOUGH?

You've got a good business but you're probably frustrated because you know it could be better. And when you go home at night are you able to rest, or do you keep thinking about all the tasks that still need to be done?

The Leading Hand will make your business hum, and let you sleep peacefully.

41 – 45 LOOKS LIKE YOU'VE GOT A GOOD BUSINESS, BUT

... but if you're looking around something must still be missing.

By talking to the team at The Leading Hand we can help you master those issues that are frustrating you and make your business purr!

This checklist is just a taste of how The Leading Hand can help your business become the well-oiled machine you want it to be.

By making The Leading Hand part of your team the office will run more efficiently, processes will be systematised and the workshop will be able to concentrate on cars, trucks, heavy machinery, transmissions, or whatever the main focus of your business may be. All of which means, when you leave at the end of the day, or go on that dream holiday, you know your business will be functioning well.

And with The Leading Hand it is easy to achieve.

Tell us how you rated and together we'll come up with the best Leading Hand strategy for you.

Even better, grab a free demo trial of The Leading Hand today and see how easy it is to get your business running the way it should be. We've done all the heavy lifting for you. Click here to get your free demo:

www.theleadinghand.com/free-demo/

The Leading Hand

**WORKSHOP MANAGEMENT
MADE EASY**