

FLEETWHIZ™

DECISIONMAKING TOOLS

**Implement
The New World-Class
Shop Management Model
Redesigned, Reengineered and
Restructured for the 21st Century**

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Management Textbook MDC 13

SHOP – TO THE READER

SUGGESTIONS ON HOW TO USE THIS TEXTBOOK AS AN IMMEDIATE TRAINING SOURCE AND LONG-TERM REFERENCE SOURCE

Introduction: The objective of this textbook is to assist shop managers implement world-class shop-parts management practices. Prerequisites to achieving world-class financial and operational performances are strong management controls over shop inputs-processes-outputs. Most shops are technician-controlled and not management-controlled. Warning! When compared to world-class shop control levels, most shops are out-of-control! Readers should not feel overwhelmed by the jargon used in this textbook. Readers will learn these terms naturally by reading, studying and applying the information in this textbook. Compare current shop productivity, financial and operational performances control practices to the world-class practices discussed in this textbook. Implement required changes and earn \$100,000 annually with 90% decisionmaking control and achieve Vice President and Director status.

Remarks:

1. The following illustration lists the twenty-one (21) subsections included in this textbook.

Illustration – Implement The New Shop-Parts Management Model.

1. Introduction to World-Class Shop Management
2. Apply 18 Shop Productivity, Financial and Operational Performance Control Tools.
3. The Traditional Shop Model Versus The New Shop-Parts Management Model
4. The Traditional Versus New Shop-Parts Staffing Models
5. Minimize Shop Management Work Order Scheduling and Repair Decisionmaking Mistakes.
6. Introduction to the New Shop-Parts Model Work Order System
7. Introduction to Work Order Labor Inputs-Processes-Outputs
8. Introduction to Handling 21 Work Order Nonlabor Inputs-Outputs Which Cause Most Technician Lost Time
9. Mobile Parts Carts Are the "Tool" That Implements The New Shop-Parts Management Model.
10. Apply the 8-Step Formula to Compute Technician Productive- and Nonproductive-Time.

SHOP – TO THE READER

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Remarks: Illustration continued from the previous page.

Illustration – Implement The New Shop–Parts Management Model. (cont'd)

11. Step 5.1 – Compute 10 Additional Management Causes of Technician Lost Time.
12. Step 5.2 – Compute 6 Technician Causes of Lost Time.
13. Steps 5.3, 5.4 and 5.5 – Compute 3 Categories and 43 Lost-Time Segments Caused by "Acts of God".
14. 1. through 12. Apply 15 Redesign, Reengineer and Restructure Tools to Transition From the Traditional to the New Shop–Parts Management Model.
15. 13. and 14. Apply 15 Structure Tools to Compute and Predict Productive Time and Nonproductive Time and Improve Productivity, Financial and Operational Performances on Each Workplace and Inventory Location.
16. 15. Apply Management Practices Which Redesign, Reengineer and Restructure Shop–Parts Functions and Improve Productivity, Financial and Operational Performances.
17. Apply 4 High-Tech Turbochargers to Improve Technician Productivity, Financial and Operational Performances.
18. Apply New Management Technologies and Practices to Implement the New Shop–Parts Management Model and Improve Productivity, Financial and Operational Performances.
19. Introduction to the New Shop–Parts Management Model Implementation Strategy
20. Appendix – Over 40 Learning Opportunities Create Well-Defined Career Training Ladders Which Can Be Applied to Recruit–Retain–Develop Employees.
21. Master's Degree Certifications Open-Book Test Questions

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