

Checklist:

One-Page Guide Service Drive Throughput Tracker

Objective: Identify and eliminate “Dead Time” to increase daily Repair Order (RO) volume.

Part 1: Physical Flow Audit

Perform this walkthrough during the peak morning rush (7:30 AM – 9:30 AM).

- Signage:** Is the entrance clearly marked to prevent customer hesitation?
- Lane Hygiene:** Are lanes free of “dead” units or long-term storage?
- Linear Flow:** Can vehicles move from check-in to staging without reversing?
- Digital Accessibility:** Are QR codes/kiosks visible before the customer exits?
- Staging Area:** Is there a clear “Launch Pad” for cars ready for technicians?

Part 2: Time-to-Dispatch Tracking Log

Sample 5 random vehicles to calculate your average “Dead Time.”

Vehicle #	A. Arrival Time	B. Key in Dispatch	Total Dead Time (B – A)	Bottleneck Notes
1				
2				
3				
4				
5				
Totals		Average:		

Part 3: Action Plan for Improvement

Based on today’s audit, prioritize these three high-impact moves:

1. **Reduce Bottleneck:** If “Dead Time” exceeds 15 minutes, implement mobile check-in immediately.
2. **Optimize Staff:** If the drive is full but advisors are idle, cross-train valets for walk-arounds.
3. **Visual Management:** Use shop management software to flag empty bays in real-time.

Pro Tip: Reducing your “Average Time to Dispatch” by just 5 minutes per car can open up capacity for 2–3 additional Repair Orders per day.

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