

Where Performance Meets Profit: The Dealer Body Shop



Scott Rome

Rome Technologies

Pasadena, MD

800-373-ROME

scott@rometech.com



#Measure2Manage
#NADA2016

The views and opinions presented in this educational program and any accompanying handout material are those of the speakers, and do not necessarily represent the views or opinions of NADA. The speakers are not NADA representatives, and their presence on the program is not a NADA endorsement or sponsorship of the speaker or the speaker's company, product, or services.

Nothing that is presented during this educational program is intended as legal advice, and this program may not address all federal, state, or local regulatory or other legal issues raised by the subject matter it addresses. The purpose of the program is to help dealers improve the effectiveness of their business practices. The information presented is also not intended to urge or suggest that dealers adopt any specific practices or policies for their dealerships, nor is it intended to encourage concerted action among competitors or any other action on the part of dealers that would in any manner fix or stabilize the price or any element of the price of any good or service.

Where Performance Meets Profit: The Dealer Body Shop



The background is a deep blue with a complex pattern of light streaks and arcs, creating a sense of motion and depth. A bright, glowing light source is visible in the upper left, casting rays across the scene.

30-50%

PERFORMANCE INCREASE

The background is a deep blue with a complex pattern of light streaks and arcs, creating a sense of motion and depth. A bright, glowing light source is visible in the upper left, casting rays across the scene.

8-12%

INCREASE IN NET PROFIT

Finite Marketplace

Cycle-Time

Cycle-Time

INSURANCE

Keys

Keys

FACTORY WORLD

STAGING

(Cycle-Time)

ADMIN

PRODUCTION

(Cycle-Time)

TECHNICIAN

DELIVERY

(Cycle-Time)

ADMIN

Does This Sound Familiar?



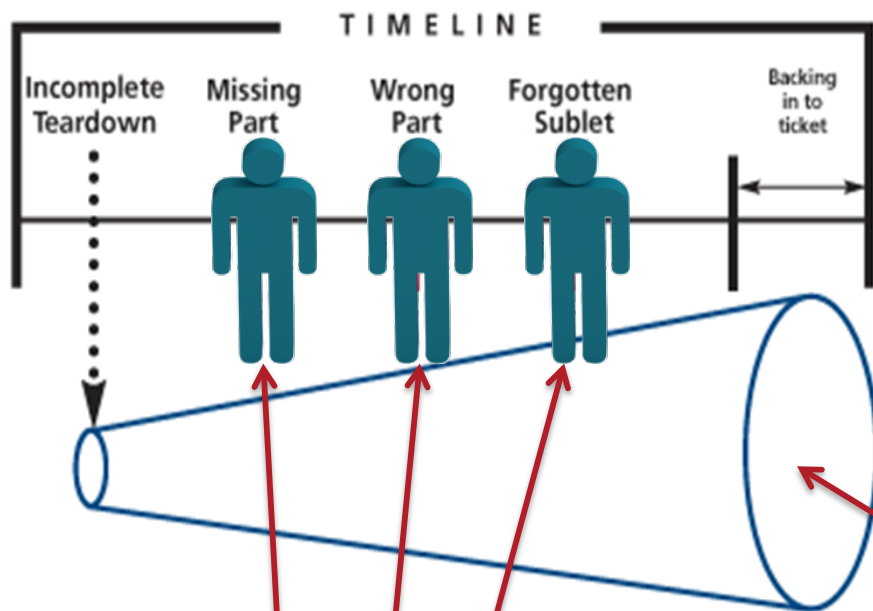
#NADA2016

Primary Stumbling Block



EVERY JOB IS CUSTOM

Reactive Collision Center



**Vehicles stall
75% - 90%
1 hour or more**



**Final Estimate
Pre-Collision Condition**

Symptoms: Reactive Collision Center

- Folders everywhere
- Phones ringing off the hook
- Comebacks are the norm, not the exception
- Parts returns over 3%
- Revenue spiking at the end of the month
- Double entry everywhere
- Balancing tickets to DMS for hours on end (50-250 hours a month)
- Receivables more than 10% in 30 days
- Supplements greater than 5% after teardown
- Every mistake = reduced production
- Every mistake takes money off the bottom line
- Controlled chaos



Body Technician Score Card



The image shows a close-up of a 'RATING' score card. A silver pen with a gold tip is pointing to the first option, which is checked with a blue checkmark. The options are listed in a table-like format:

RATING	
<input checked="" type="checkbox"/>	Exceptional
<input type="checkbox"/>	Exceeds Req
<input type="checkbox"/>	Meets Require
<input type="checkbox"/>	Needs Impro

Monthly Revenue Per Body Technician:

- \$100,000 = A++ shop
- \$85,000 = A+ shop
- \$70,000 = A shop
- \$60,000 = B shop
- \$50,000 = C shop
- \$40,000 or less = D shop

Proactive Factory

Best Practices:

- Procedures
- People
- Technology
- Benchmark
- Analysis/Consulting
- Collaboration and Training



Best Practices

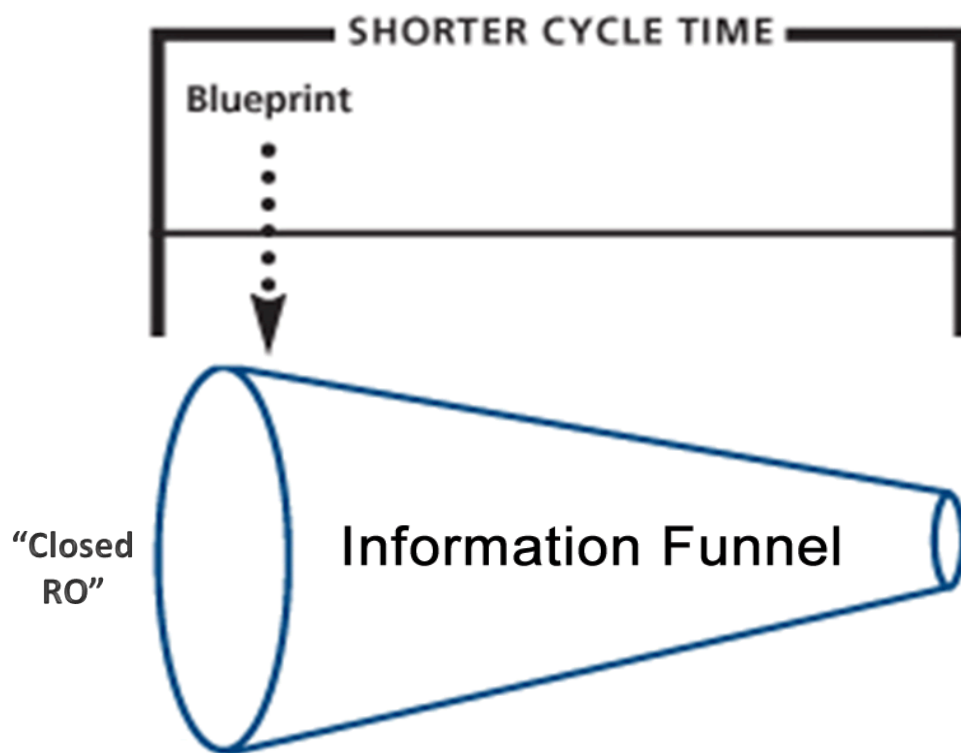
PROCEDURES

Procedures – Blueprinting

Blueprinting



Parts Person Body Man Painter
Writer Mechanic Production Manager



Procedures – Writer QC Checklist

ESTIMATE QUALITY ASSURANCE CHECKLIST

Complete Tear Down

SIGNATURE/REVIEWED

Detailer

Writer/Estimator

Parts

Body Man

Mechanic

Painter

Additional Revenue/NONE

Engine Scanner

OEM Schematics for All Manufacturers

Internet Access

Estimates Written at Car

Parts Price Checking

Pre-Estimate Test Drive

☐
☐
☐
☐
☐
☐

Procedures – GAME CHANGER



**Full vision of the pre-collision condition
vehicle before we begin the repair**

Procedures – Mirror Matching

- Upon receipt
- Parts dispatch
- Test Fit
- Signatures
- Before the car goes to Paint



**A GREAT BODYSHOP HAS A GREAT PARTS
DEPARTMENT**

Procedures – Quality Assurance Checking



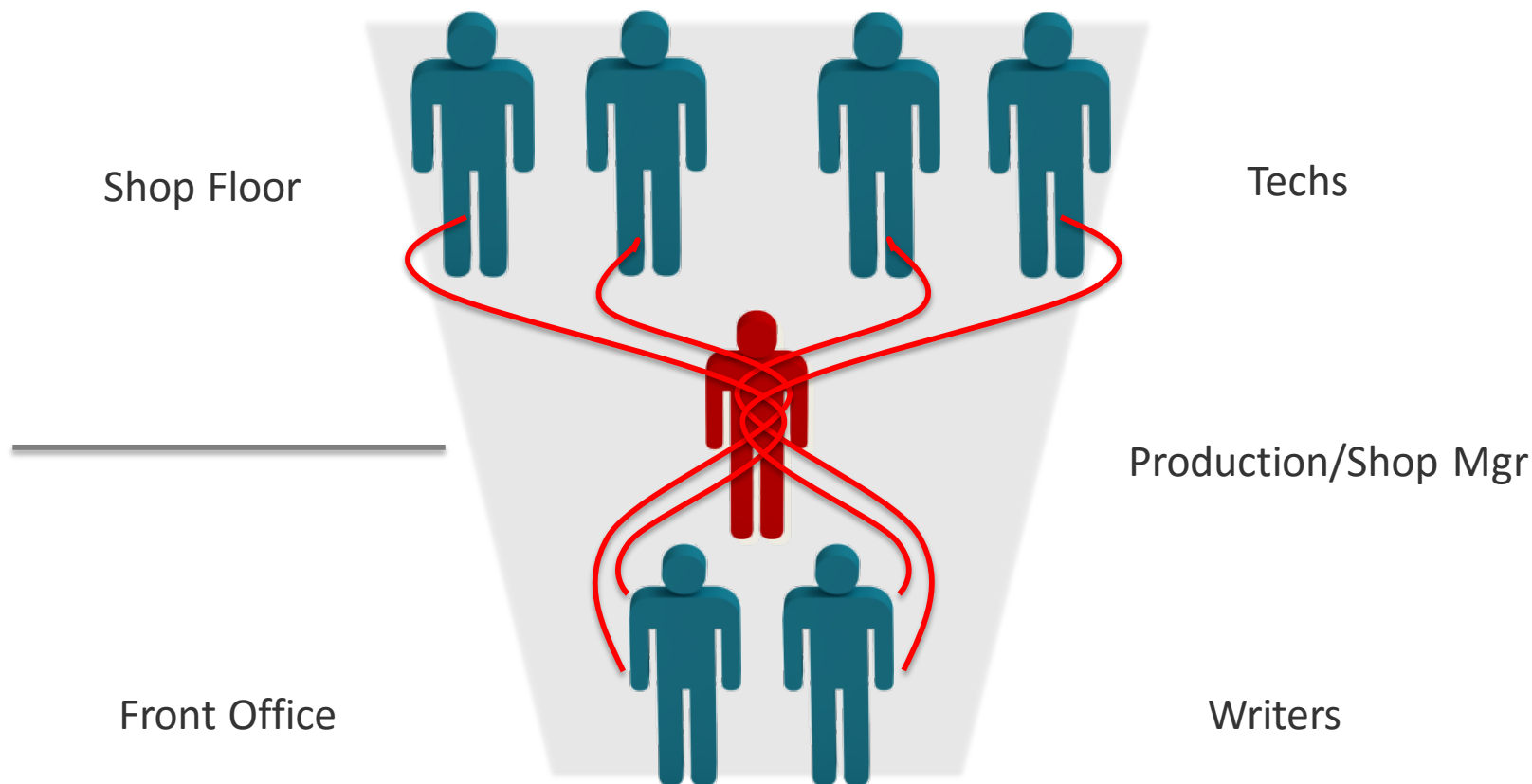
- Body to Paint
- Paint to Body
- End of job QC

Procedures – QC Checklist

Quality Assurance Checklist

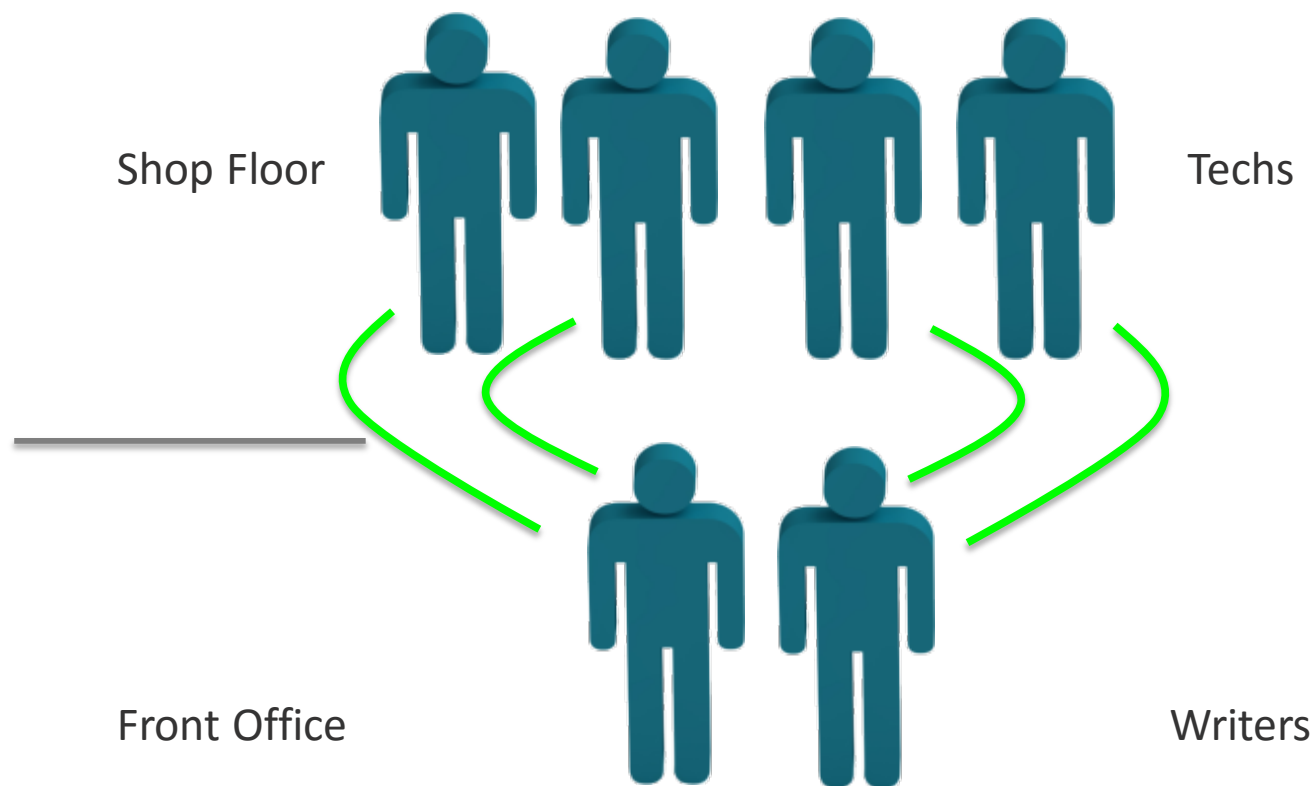
Stage 1A Disassembly			Stage 4 Assemble			Stage 4 Assemble Continued		
Pass	Fail	Work Order Reviewed	Pass	Fail	Work order reviewed	Pass	Fail	Moldings
Pass	Fail	Parts Cart	Pass	Fail	QC Stage 3 completed	Pass	Fail	Emblems
Pass	Fail	New Parts Checked	Pass	Fail	Obtain all parts	Pass	Fail	Stripes
Pass	Fail	Disassemble per work order	Pass	Fail	Check parts	Pass	Fail	All personal items returned to vehicle
Pass	Fail	ID any parts or damage not on work order	Pass	Fail	Assembly vehicle	Pass	Fail	All parts & tools removed from vehicle
Pass	Fail	Complete supp card and give to production manager	Pass	Fail	All bolts tight	Pass	Fail	Road test
QC Signature: _____			Pass	Fail	Body lines & gaps	QC Signature: _____		
Stage 1B Supplement Review			Pass	Fail	Paint/ dirt/ runs	Stage 5 Detail		
Pass	Fail	Supplement Review Completed	Pass	Fail	Alignment	Pass	Fail	Work order reviewed
QC Signature: _____			Pass	Fail	Headlights	Pass	Fail	QC Stage 4 Assembly
Stage 2A Repairs			Pass	Fail	High beams	Pass	Fail	Touch up vehicle
Pass	Fail	Work Order Reviewed	Pass	Fail	License lamps	Pass	Fail	Masking removed
Pass	Fail	QC Stage 1 completed	Pass	Fail	Fog lamps	Pass	Fail	Overspray removed
Pass	Fail	Parts checked	Pass	Fail	Tail lights	Pass	Fail	Undercoating
Pass	Fail	Reviewed work order for supp/completed supp card	Pass	Fail	Brake lights	Pass	Fail	Vehicle De-nib
Pass	Fail	Repaired veh per work order	Pass	Fail	Reverse lights	Pass	Fail	Exterior clean
Pass	Fail	Pre-fits parts	Pass	Fail	Turn signals	Pass	Fail	Jams clean
Pass	Fail	Metal work straight	Pass	Fail	Interior lights	Pass	Fail	Tires dressed
Pass	Fail	Welds Correct	Pass	Fail	Trunk light	Pass	Fail	Engine compartment clean
Pass	Fail	Seam sealer correct	Pass	Fail	Jack & spare tire present	Pass	Fail	Interior cleaned
Pass	Fail	Corrosion protection	Pass	Fail	Engine light on	Pass	Fail	Radio stations programmed
Pass	Fail	Body lines and gaps	Pass	Fail	ABS/Airbag light on	Pass	Fail	Glass cleaned
Pass	Fail	All bolts tight	Pass	Fail	Wipers	Pass	Fail	Vacuumed
Pass	Fail	ALL R&I completed	Pass	Fail	Power locks	Pass	Fail	Trunk clean
QC Signature: _____			Pass	Fail	Power windows	Pass	Fail	All parts & tools removed from vehicle
Stage 2B Supplement Review			Pass	Fail	Mirrors	Pass	Fail	All personal items returned to vehicle
Pass	Fail	Supplement Review	Pass	Fail	Heating & AC	QC Signature: _____		
QC Signature: _____			Pass	Fail	Rear defogger	Notes: _____		
Stage 3 Paint			Pass	Fail	Radio / codes			
Pass	Fail	Work Order Reviewed	Pass	Fail	Clock			
Pass	Fail	QC Stage 2 completed	Pass	Fail	Power seats			
Pass	Fail	Small parts ID for paint	Pass	Fail	Power antenna			
Pass	Fail	No missed dents/ chips/ scratches	Pass	Fail	Seat belts (all)			
Pass	Fail	Metal work straight	Pass	Fail	Horn			
Pass	Fail	Color spray out	Pass	Fail	Hood release			
Pass	Fail	Color match	Pass	Fail	Trunk release			
Pass	Fail	Jams/ no lines/ overspray	Pass	Fail	Fuel door release			
Pass	Fail	No runs	Pass	Fail	All locks working with key & remote			
QC Signature: _____			Pass	Fail	Alarm working			
			Pass	Fail	Battery cables tightened			
			Pass	Fail	Tire pressure			
			Pass	Fail	Lug nuts tight			
			Pass	Fail	Engine oil			
			Pass	Fail	Power steering fluid			
			Pass	Fail	Trans fluid			
			Pass	Fail	Coolant			
			Pass	Fail	Brake fluid			
			Pass	Fail	Washer fluid			

Procedures – Teaming

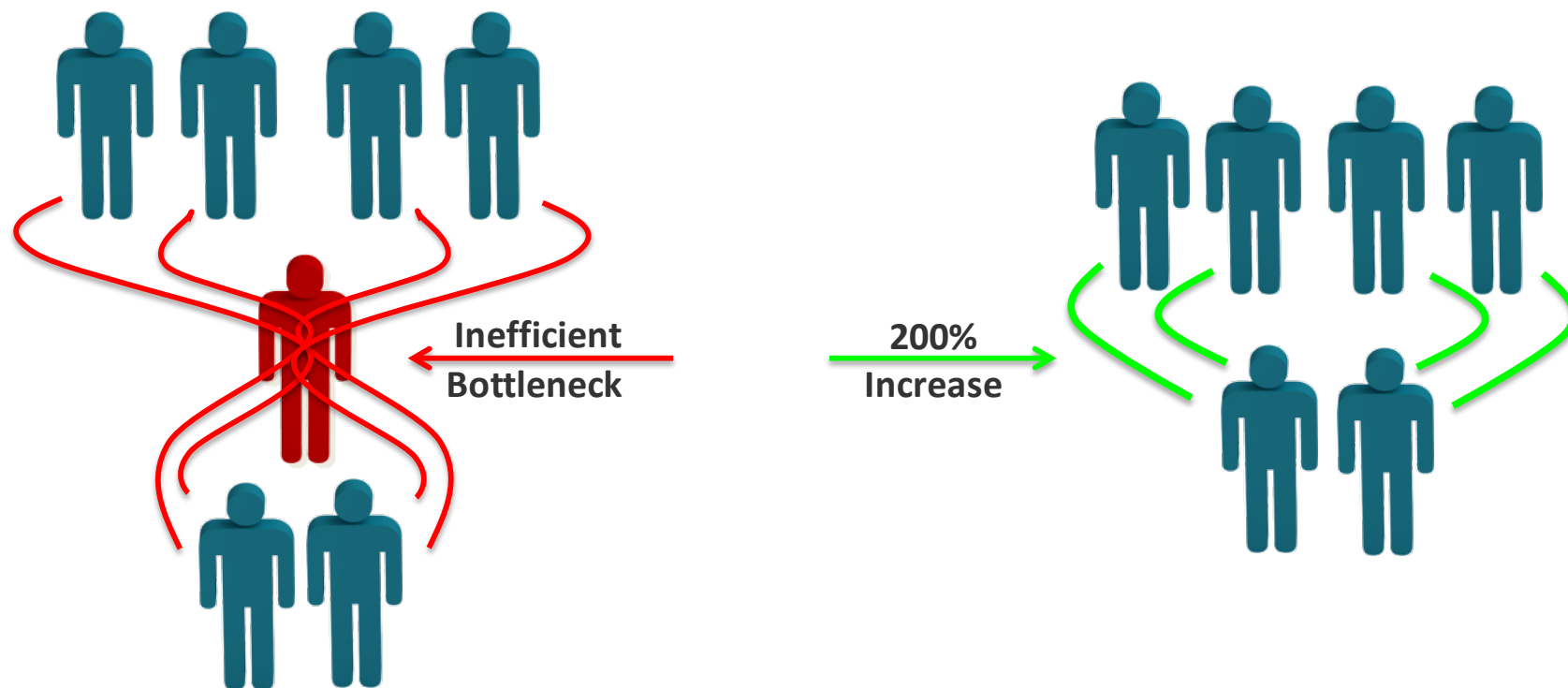


Inefficiency and Bottlenecking

Procedures – Teaming



Procedures – Teaming



People – Teaming

Results:

- Scalable
- Maximizes bandwidth
- Optimizes quality and accuracy of information



#NADA2016

Procedures – Recap

- Paperwork ahead of production
- Blueprinting
- Mirror matching
- Teaming

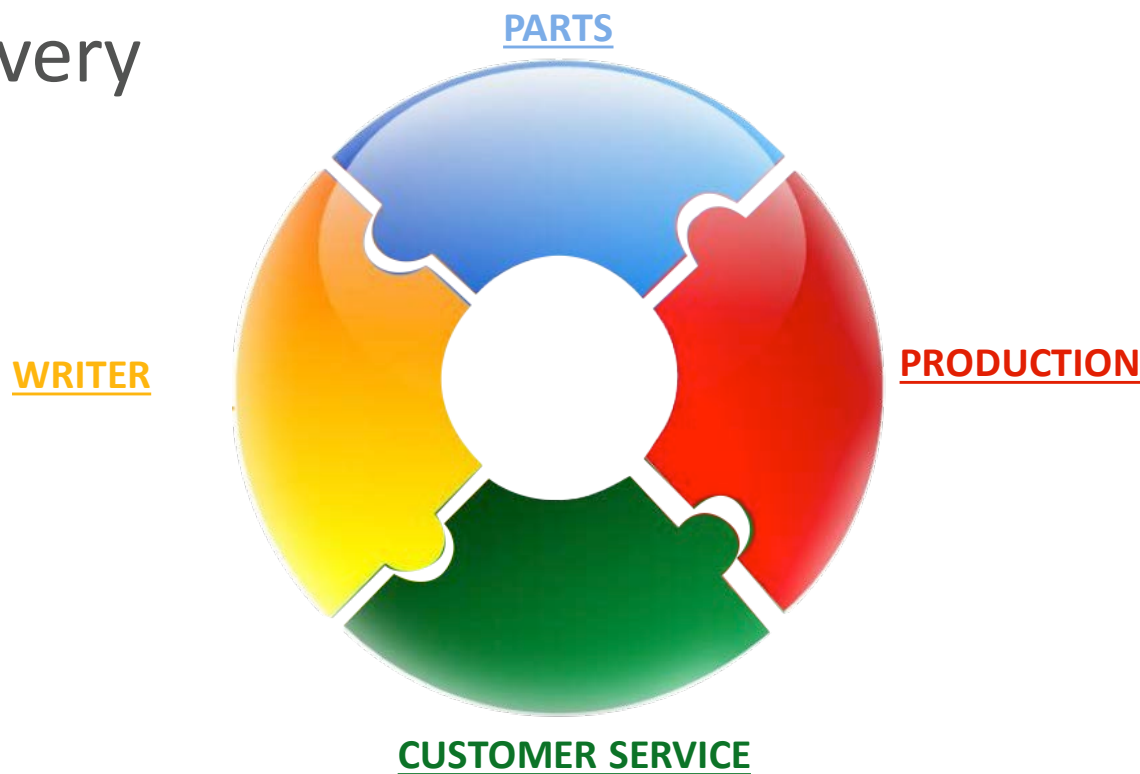


Best Practices

PEOPLE

People – Jobs

4 admin jobs in every body shop:



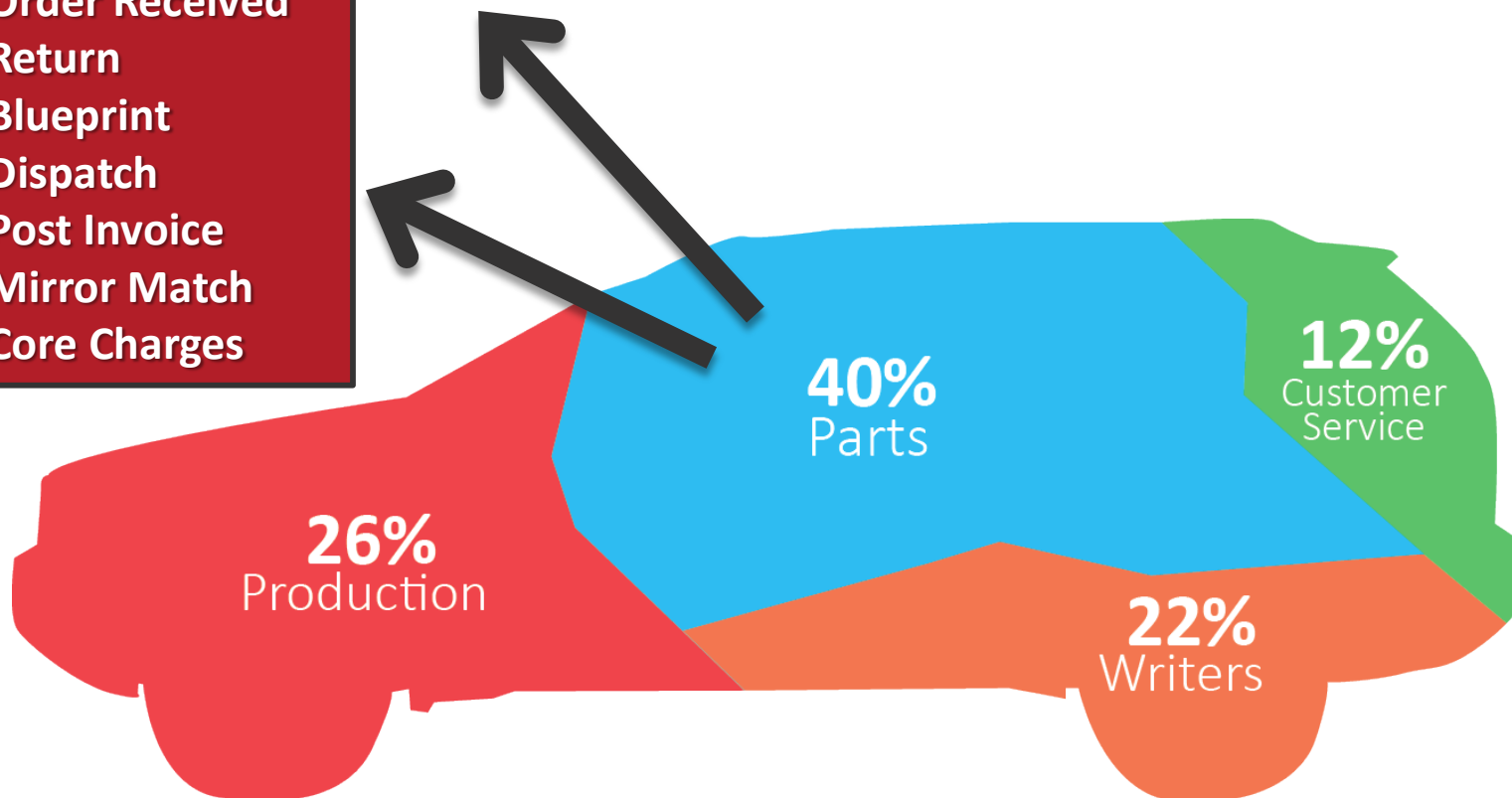
People – Parts Department

Revenue Per Parts Person

\$200,000 : 1

- ✓ Order Received
- ✓ Return
- ✓ Blueprint
- ✓ Dispatch
- ✓ Post Invoice
- ✓ Mirror Match
- ✓ Core Charges

Job Description Impact
on Shop Performance



#NADA2016

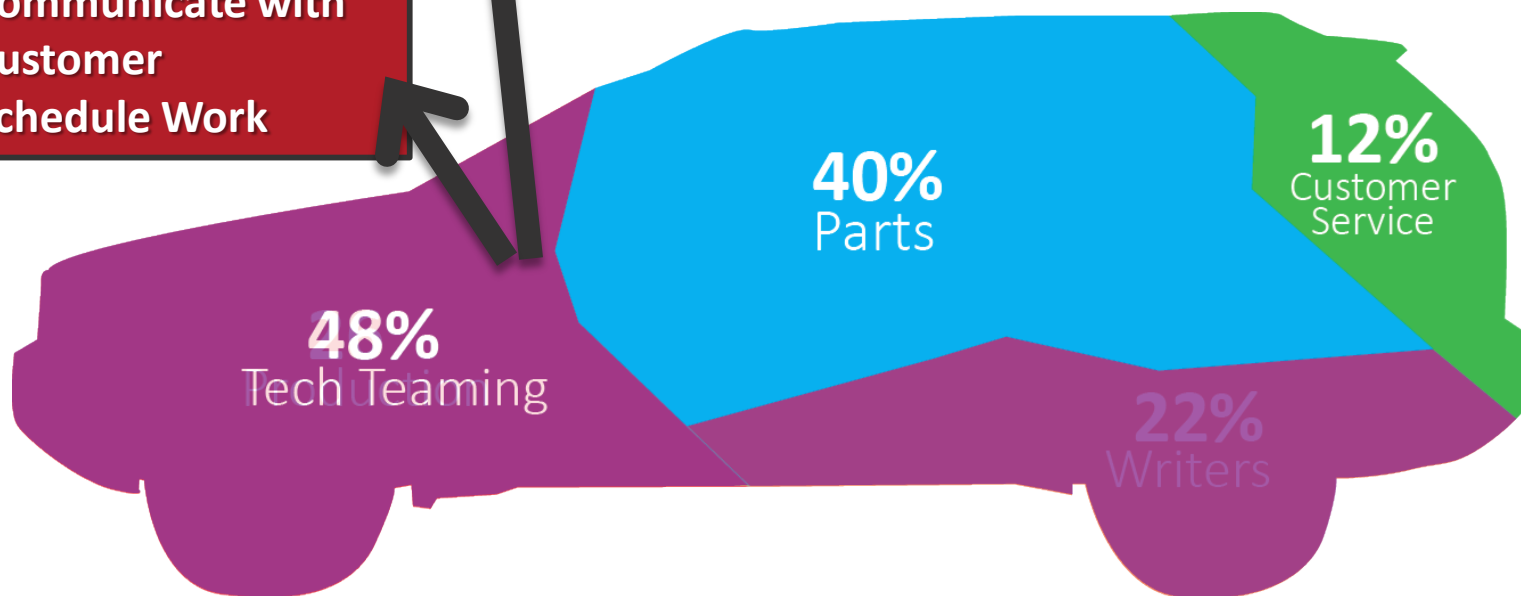
People – Writer

Revenue Per Writer

\$150,000 : 1

- ✓ Blueprint
- ✓ Dispatching
- ✓ “Walk Around”
- ✓ Communicate with Customer
- ✓ Schedule Work

Job Description Impact
on Shop Performance



#NADA2016

People – Customer Service

- Schedule your work
- Open tickets
- Cashier
- Customer service update calls
- Maintain paperless environment
- And more



People – Keeping Results Consistent



- Train
- Monitor
- Measure/Benchmark
- Analyze/Consult
- Collaborate

Best Practices

TECHNOLOGY

REAL - TIME

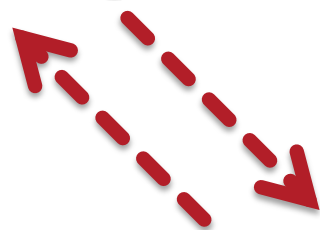


Better decisions faster. Better results.

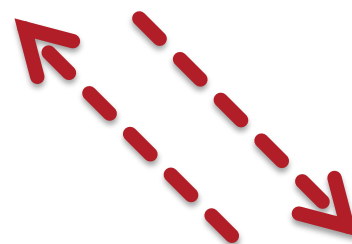
#NADA2016

Technology – Single Point of Entry

Estimating



Management



DMS

Technology – The Track To Run On



Customer Service



Writer

RO

Form: Order/Pre-Order | Notes | Worksheet | Payments | Cost

RO No.: 0107095.00

SALE: TURKEY / Normal

First Name: [Field] Last Name: Pome (bureau) gies

Address: 2421 Mountain Rd

City, ST, Zip: Pasadena MD 21122

Home Work: 300-373-7653

Writer: Bryan

Year: 00

Prod Date: [Field]

Source(s): [Field]

Color: Red

Paint Cd: [Field]

Trim Cd: [Field]

Engine: [Field]

Key Tag: [Field]

Unit: [Field]

Mileage In: 0

Mileage Out: 0

ST Lk: [Field]

Date Created: 12/14/15

Date In: 12/14/15

In Shop: 12/14/15

Date C.P.: 12/14/15

Date Due: 0

Pay Resp: [Field]

Owner Claimant Insured Shop: [Field]

Date Crpt: [Field]

Date Out: [Field]

Delivered: [Field]

Diagnos: [Field]

Batterment: [Field]

Estimate: 150.00

Supplement: 0.00

Customer Pay: 0.00

Grand Total: 150.00

Balance: 150.00

Level Layer Parts Labor Sublet Misc Schedule First QD Profile File Jacket A OK Cancel

Production



Parts



#NADA2016

Technology - Forecasting

Forecasting



Technology – The Objective Plan

- Number of days in shop -
Projected delivery date
- Projected profitability
- Type of collision
- Load on shop by:
 - Tech
 - Writer
 - Shop
- Where the car will be
on any given day of the
repair



...continued on next slide

Technology – The Objective Plan

- Customer “love-call” cycle
- Parts cycle-time tracking
- Defines action-item priorities by department
 - Cars to fix
 - Parts to buy
 - Customers to call



Technology – Mobile Technology

APPS

SPEED AND ACCURACY

DATA COLLECTION & DATA DISTRIBUTION

Technology

CHECKING IN THE CUSTOMER

Customer Information	
RO	VIN
230	TRUUT28N741022944
First Name	Last Name
Scott	Rome
Address 1	Address 2
2421 Mountain Road	Address 2
City	State
Pasenda	MD
Home Phone	Zip
800-373-7663	21122
Cell Phone	Work Phone
410-923-2000	800-373-7663
Cell Provider	Fax Num
Choose Cell Provider	Fax Num
Email Address 1	Contact Method
Scott@Rometechn.com	Not Known
Insurance Company	Email Address 2
ALLSTATE INSURANCE COMPANY	Email Address 2
Mileage	Claim No
25000	Claim Number
Policy No	License
Policy No	License
Date of Loss	Source
January 18 2016	DRP
Order/Pre-Order	Customer Auth
Insurance Auth	Blueprint
Dispatch	In Shop
Cust Info	Cust Auth
Prior Dmg	Easy Image
Post	Exit

Customer Authorization

Choose Auth

GEICO

Auth Text

I Hereby Authorize The Estimated Repair Work To Be Done Along With The Necessary Material, And Hereby Grant You And/Or Your Employees Permission To Operate The Vehicle Herein Described On Street, Highways, Or Elsewhere For the Purpose of Testing And/Or Inspection.

Signature

Scott Rome

Auth Notes

DETAIL \$150.00

Cust Info

Cust Auth

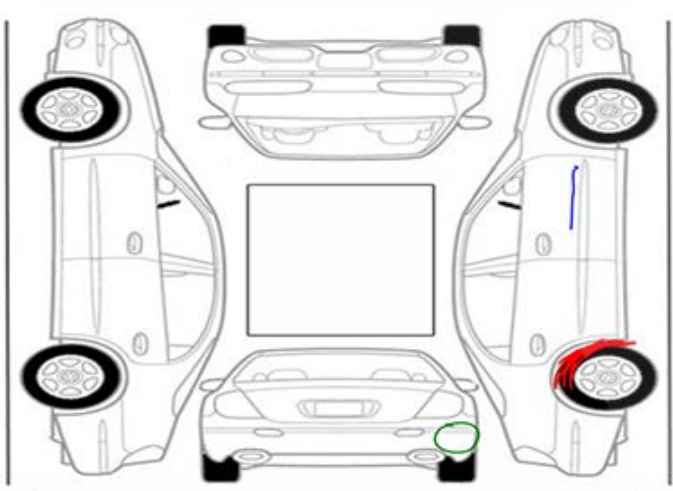
Prior Dmg

Easy Image

Post

Exit

Prior Damage



Scratch right front door
Rust rear right wheel
Dent rear bumper

I accept that the vehicle is in the condition indicated on this form
Signature: SVR

Choose Color

Black

Cust Info

Cust Auth

Prior Dmg

Easy Image

Post

Exit



Post

Progress

Print Auth ☐ Yes ☒ No

Email 1 Auth ☐ Yes ☒ No

Email 2 Auth ☐ Yes ☒ No

Print Dmg ☐ Yes ☒ No

Email 1 Dmg ☐ Yes ☒ No

Email 2 Dmg ☐ Yes ☒ No

Post

Cust Info

Cust Auth

Prior Dmg

Easy Image

Post

Exit

Technology – Blueprinting

Additional Options

Start: 10/01/12 End: 10/31/16 Location: ☐ Schedule In ☐ Auth/Cust

Writer: ☒ All ☐ Selected Team: ☒ All ☐ Selected

Insurance: ☒ All ☐ Selected

by Date Due | by RO | by Last Name | by Make | by Model | by Damage Profile (DP) Severity

ROWELL, SUSAN Date In/Due: 8/29/14 9/01/14
 410-437-5730 301-677-6416 SCOTTR
 04 HOND ACCORD EX () B-LIGHT HIT
 Blu/tear In: 08/29 11:18AM Out: 08/29 11:51AM Cmpl: 09/01 8:26AM

B L U / T E A R ☐ P D R ☐ B O D Y ☐ F R A M E ☐

	Car Status			Call	Crit P	All P	Labor Dispatching				1	2	3	4
	RO	Due	DP				Name	Make	Model	Body				
<input checked="" type="checkbox"/>	858.00	09/01	4	Rowell	Hond	Accord								
<input type="checkbox"/>	849.00	09/07	1	Power	Audi	Tt qua								
<input type="checkbox"/>	852.00	09/07	1	Test	Audi	Tt qua	Gordo							
<input type="checkbox"/>	511.00	09/24	4	Piero	Toyo	Corolla	Gordo	Gordo						
<input type="checkbox"/>	523.00	09/24	1	Lettier	Audi	Tt qua	Gordo	Gordo						
<input type="checkbox"/>	536.00	09/24	1	Rowell	Hond	Accord	Gordo	Gordo						
<input type="checkbox"/>	575.00	09/24	6	Rowell	Hond	Accord								
<input type="checkbox"/>	801.00	09/24	1	Chrom	Audi	Tt qua	Gordo	Gordo						
<input type="checkbox"/>	804.00	09/24	4	Rowell	Hond	Accord	Gordo	Gordo						

RO's: 16 Body: 183.50 Frame: 0.00 Units: 320.20
 Tagged: 0 Paint: 136.70 Mech.: 0.00 Total: 64,590.35

Shop Note

Tag Tag All Untag Untag All Prev Tag Next Tag Show Tagged

Technology – Dispatching

Additional Options

Start: 10/01/12 End: 10/31/16 Location: ☐ Scheduled

Writer: ☒ All ☐ Selected Team: ☒ All ☐ Selected

Insurance: ☒ All ☐ Selected

by Date Due by RO by Last Name by Make by Model by Damage Profile (DP) Severity

FYNES, JIM Date In/Due: 9/29/14 9/24/14
 410-263-5124 410-625-4125 ERIC
 00 LEXUS LS 400 (512-BH6) E-TRAIN WRECK
 ALLSTATE INSURANCE COMPANY - MARK ROME
 Blw/tear In: 09/03 7:59AM Out: 09/03 2:32PM Cmpl: 09/23 2:19PM

B L U / T E A R ☐

	Car Status			Call	Crit P	All P	Labor Dispatching				1	
	RO	Due	DP				Name	Make	Model	Body		Paint
<input checked="" type="checkbox"/>	177.00	09/24	2	Fynes	Lexus	LS 400						
<input type="checkbox"/>	524.00	09/24	1	Grimm	Audi	Tt qua	Gordo	Gordo				
<input type="checkbox"/>	528.00	09/24	1	Whitn	Audi	Tt qua	Gordo	Gordo				
<input type="checkbox"/>	537.00	09/24	1	Ross	Audi	Tt qua	Gordo	Gordo				
<input type="checkbox"/>	788.00	09/24	4	Yates	Toyota	Camry						
<input type="checkbox"/>	797.00	09/24	4	Rowell	Honda	Accord						
<input type="checkbox"/>	545.00	09/29	1	Boyer	Honda	Accord	Ace	Ace				
<input type="checkbox"/>	564.00	09/30	1	Doria	Audi	Tt qua	Gordo	Gordo				
<input type="checkbox"/>	794.00	10/20	4	Rowell	Honda	Accord						

RO's: 16 Body: 227.26 Frame: 0.00 Units: 388.46
 Tagged: 0 Paint: 160.20 Mech.: 1.00 Total: 65,261.31

Tag Tag All Untag Untag All Prev Tag Ne

Technology – Dispatching

Labor Load Levels

Rome Technologies, Inc #1
10/23/14 1:24PM

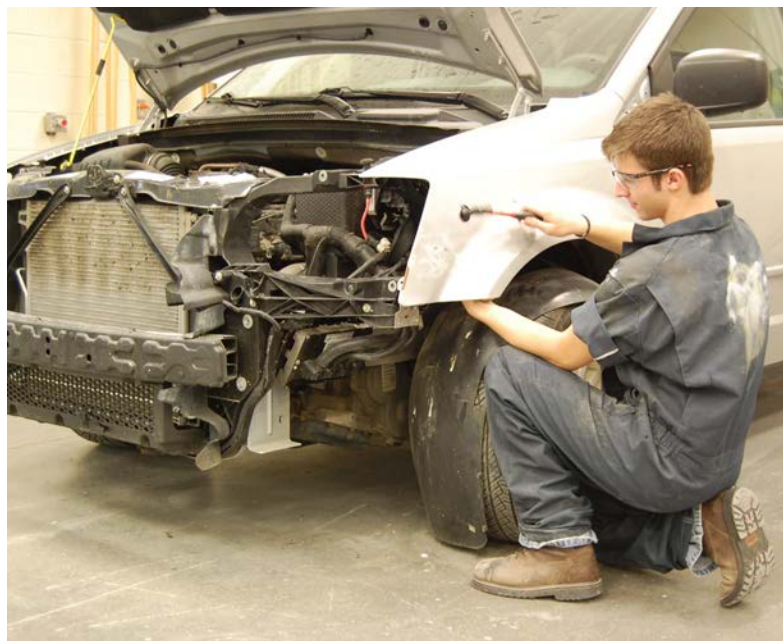
Page: 1

<u>Team Name</u>	<u>Max Load</u>	<u>Not In Shop</u>	<u>Staging</u>	<u>In Shop</u>	<u>Assigned</u>	<u>Available</u>	<u>% Free</u>
ACE	500.00			86.95000	86.95000	413.05000	82.61
DARYL	200.00			130.09700	130.09700	69.90300	34.95
DAVE3	300.00			27.20000	27.20000	272.80000	90.93
GORDON	300.00			215.83761	215.83761	84.16240	28.05
JORGE	100.00			14.30000	14.30000	85.70000	85.70
LARRY	100.00			88.64095	88.64095	11.35905	11.36

Technology

THE WALKAROUND

Technology- Daily Workaround



- Set Production Expectations Daily
 - Define the production steps
 - Set the timing for production
 - Set priority for production
- Job details at fingertips during walk around
- Accurate inventory and vehicle status

Back

Writer: ☐ All ☐ Selected

Show: ☐ Staging ☒ In Shop

RO

Name

Select Technician

Clear

Post

RO: 1146

Bobby, Mark

Writer:

Body Tech:

Paint Tech:

Frame Tech:

Mech Tech:

Due: 11/9/2015

BLU/TEAR

PDR

BODY

FRAME

MECH

A-CUTIN

B-PREP

C-PAINT

BUFF

REASY

SUBLET

MNT & BAL

ALIGN

DETAIL

Q.C.

RO: 1147

Humenez, Mariano

Writer:

Body Tech: GORDON

Paint Tech: LARRY

Frame Tech:

Mech Tech:

Due: 11/9/2015

BLU/TEAR

PDR

BODY

FRAME

MECH

A-CUTIN

B-PREP

C-PAINT

BUFF

REASY

SUBLET

MNT & BAL

ALIGN

DETAIL

Q.C.

RO: 1160

Martin, Jeff

Writer:

Body Tech: GORDON

Paint Tech: LARRY

Frame Tech:

Mech Tech:

Due: 11/23/2015

BLU/TEAR

PDR

BODY

FRAME

MECH

A-CUTIN

B-PREP

C-PAINT

BUFF

REASY

SUBLET

MNT & BAL

ALIGN

DETAIL

Q.C.

RO: 1161

ROME TECHNOLOGIES FL

Writer: SCOTTR

Body Tech:

BLU/TEAR

PDR

BODY

FRAME

MECH

A-CUTIN

B-PREP

C-PAINT

BUFF

REASY

Count: 44

Selected: 3

Show All

Continue

#NADA2016

NATIONAL AUTOMOBILE DEALERS ASSOCIATION

RO: 1230	Year: 4	Body Tech:
Name: Rome, Scott	Make: AUDI	Paint Tech:
Writer:	Model: TT QUATTRO	Frame Tech:
Insurance: ALLSTATE INSURAN...	Color: Black	Mech Tech:
License:		

BLU/TEAR 	PDR 	BODY 	FRAME 	MECH
		11:51 AM		
A-CUTIN 	B-PREP 	C-PAINT 	BUFF 	REASY
2:26 PM	9:13 AM	10:29 AM	10:29 AM	10:04 AM
SUBLET 	MNT & BAL 	ALIGN 	DETAIL 	Q.C.
	10:04 AM	10:04 AM	12:20 PM	12:26 PM

Order/Pre-Order	Customer Auth	Insurance Auth	Blueprint	Dispatch	In Shop

Date Due January 28 2016	View Notes	Assign
	Predefined Notes	Dynamic Note
Parts	Set Priority	Done

RO: 1230	Year: 4	Body Tech: GORDON		
Name: Rome, Scott	Make: AUDI	Paint Tech: LARRY		
Writer:	Model: TT QUATTRO	Frame Tech:		
Insurance: ALLSTATE INSURAN...	Color: Black	Mech Tech:		
License:				

BLU/TEAR	PDR	BODY	FRAME	MECH

A-CUTIN	B-PREP	C-PAINT	BUFF	REASY

SUBLET	MNT &BAL	ALIGN	DETAIL	Q.C.
	10:04 AM	10:04 AM	12:20 PM	12:26 PM

Order/Pie Order	Customer Auth	Insurance Auth	Blueprint	Dispatch	In Shop

Date Due January 28 2016	View Notes	Assign
Parts	Set Priority	Dynamic Note
Done		

Technology

THE TECHNICIAN

Back

Writer: ☐ All ☐ Selected

RO
Name

Post

☐

Priority
1
10:04 AM
RO: 1230
Rome, Scott
Writer:
Due: 1/28/2016 12:00:00 AM
Priority: 1

BLU/TEAR
PDR
BODY
FRAME
MECH

A-CUTIN
B-PREP
C-PAINT
BUFF
REASY

SUBLET
MNT & BAL
ALIGN
DETAIL
Q.C.

☐

Priority
2
3:35 PM
RO: 1228
Sig. Mark
Writer: SCOTTR
Due: 1/27/2016 12:00:00 AM
Priority: 2

BLU/TEAR
PDR
BODY
FRAME
MECH

A-CUTIN
B-PREP
C-PAINT
BUFF
REASY

SUBLET
MNT & BAL
ALIGN
DETAIL
Q.C.

☐

Priority
3
12:36 PM
RO: 1225
Luther, Greg
Writer: SCOTTR
Due: 1/25/2016 12:00:00 AM
Priority: 3

BLU/TEAR
PDR
BODY
FRAME
MECH

A-CUTIN
B-PREP
C-PAINT
BUFF
REASY

SUBLET
MNT & BAL
ALIGN
DETAIL
Q.C.

☐

Priority
4
1:48 PM
RO: 1227
RomeTech, Jimbo
Writer:

BLU/TEAR
PDR
BODY
FRAME
MECH

A-CUTIN
B-PREP
C-PAINT
BUFF
REASY

Count: 48
Selected: 0

Show All
Continue

RO: 1230		Year: 4	
Name: Rome, Scott		Make: AUDI	
Writer:		Model: TT QUATTRO	
Insurance: ALLSTATE INSUR/Priority: 1			

BLU/TEAR	PDR	BODY	FRAME	MECH

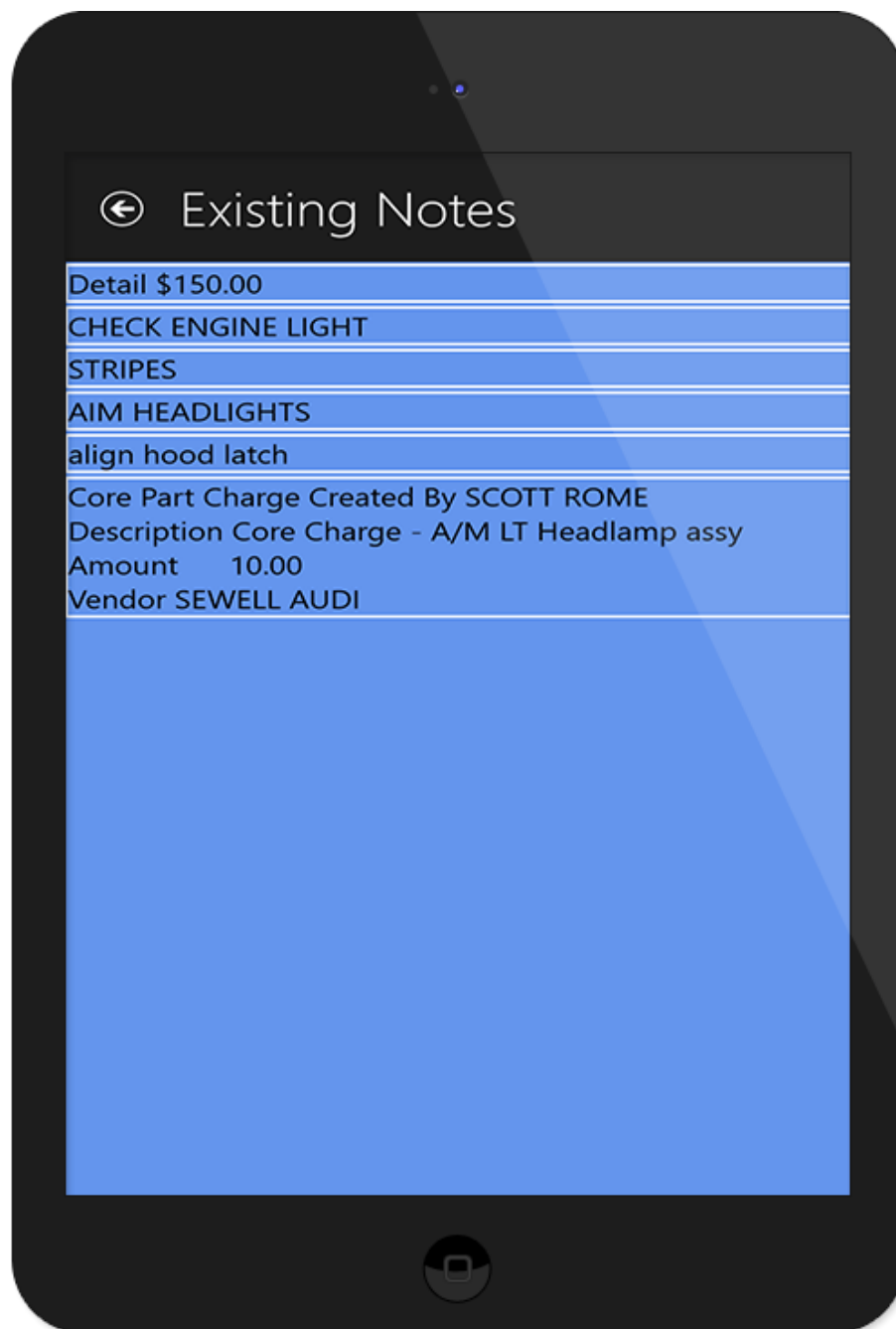
A-CUTIN	B-PREP	C-PAINT	BUFF	REASY

SUBLET	MNT &BAL	ALIGN	DETAIL	Q.C.

Order/Pre Order	Customer Auth	Insurance Auth	Blueprint	Dispatch	In Shop

Date Due January 28 2016	View Notes
Parts	Done

Parts				
Part Num	Description	Status	Date	Time
N0853651E3FZ	GRILLE	Recieved	01-18-16	2:37:27 PM
L0807180	Grille	Ordered	01-28-16	10:30:00 AM
	Nameplate clip	Ordered	01-20-16	10:30:00 AM
	FRONT LAMPS	Recieved	01-18-16	2:37:27 PM
N0941003BG	A/M LT Headlamp assy	Recieved	01-18-16	2:37:27 PM
	RADIATOR SUPPORT	Recieved	01-18-16	2:37:27 PM
N0805594D	Radiator support	Recieved	01-18-16	2:37:27 PM
	HOOD	Recieved	01-18-16	2:37:27 PM
N0823029A	Hood	Recieved	01-18-16	2:37:27 PM
	FENDER	Recieved	01-18-16	2:37:27 PM
N0821106	A/M RT Fender	Recieved	01-18-16	2:37:27 PM
	WHEELS	Recieved	01-18-16	2:37:27 PM
N0601025AAZ1	LT/Front Wheel, alloy 6 spoke	Recieved	01-18-16	2:37:27 PM
	FRONT BUMPER	Recieved	01-18-16	2:37:27 PM
N0807101BLGR	Bumper cover w/S line	Recieved	01-18-16	2:37:27 PM
	Paint Materials	No Order		
	Shop Materials	No Order		
	Clear Coat Paint Materials	No Order		
N0941003BG	Core Charge - A/M LT Headlar	Recieved	01-18-16	2:37:27 PM
N0823029A	FRIEGHT	Recieved	01-18-16	2:37:27 PM
L0807180	Nameplate clip	Recieved	01-18-16	2:37:27 PM



Technology – Production

Start: 1/01/14 End: 1/31/18 Location: ☐ Schedule In ☐ Auth/Cust ☐ Auth/Ins ☒ Blueprint ☐ Dispatch ☒ In Shop ☐ Completed ☐ Total Loss

Writer: ☒ All ☐ Selected Insurance: ☒ All ☐ Selected Team: ☒ All ☐ Selected ☐ Ck Labor ☐ Unassigned Only Car Status: ☐ ☒ ☐ ☐ ☐ Include In Shop Holds

by Date Due by RO by Last Name by Make by Model by Damage Profile by Priority ☒ Show Status Colors Walkaround [Big Beard Color Chart](#)

3/30/16

Casto, Aaron Date In/Due: 5/13/15 3/30/16

04 AUDI TT QUATTRO Q D-HARD HIT
ALLSTATE INSURANCE COMPANY
Sublet In: 11/30 4:08PM Out: 12/02 4:08PM Cmpl: 03/30 3:11PM

	Car Status				Call	Crit P	All P	Labor Dispatching				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
	RO	Due	DP	RP				Name	Make	Model	Body																Paint
<input checked="" type="checkbox"/>	1222	01/22	1		Thorn	Audi	Tt que	Daryl	Gordo																		
<input type="checkbox"/>	1227	01/27	1		Rome	Audi	Tt que	Gordo	Gordo																		
<input type="checkbox"/>	1228	01/27	1		Sig	Audi	Tt que	Gordo	Larry																		
<input type="checkbox"/>	1230	01/28	1		Rome	Audi	Tt que	Gordo	Larry																		
<input type="checkbox"/>	1231	01/29	1		Surgec	Audi	Tt que	Gordo	Larry																		
<input checked="" type="checkbox"/>	1004	03/30	1		Casto	Audi	Tt que	Gordo	Gordo																		
<input checked="" type="checkbox"/>	555	04/01	1		Guillo	Audi	Tt que	Gordo	Gordo																		

RO's: 28 Body: 190.10 Frame: 0.00 Units: 362.32
Tagged: 11 Paint: 171.22 Mech: 1.00 Total: 114,803.95

Shop Notes Part Info Team Priority Print Schedule Forecast Select

Tag Tag All Untag Untag All Prev Tag Next Tag Show Tagged Save Tags Load Tags Reset List Close

Technology – Recap

- User-friendly
- Single point of entry
- Multiple platforms (Mobile, Desktop, Cloud)
- Powerful and global
- Wireless
- Paperless





BEST PRACTICES - RECAP

- Procedures
- People
- Technology
- Benchmark
- Analysis & Consulting
- Collaboration & Training



Best Practices – Results

INCREASED PERFORMANCE

INCREASED PROFITABILITY

Questions?

Where Performance Meets Profit: The Dealer Body Shop



Scott Rome

Rome Technologies

Pasadena, MD

800-373-ROME

scott@rometech.com



Please visit the **NADA Pavilion** in the Expo Hall for information on accessing electronic versions of this presentation and the accompanying handout materials, and to order the workshop video recording.

#Measure2Manage
#NADA2016