



Daily Operations

Thank You for Attending this

Results Zoom Meetings

Live Today and Library Content Soon

Powered by **YOU NET RESULTS**

Continuing Daily Operations Thinking

Daily Operations is a Process....

When Utilizing YOU *TOOLS*

YOU NET
RESULTS

Daily Operations

Two of the *Premier* Automotive Guides

Brian Gillis



Jim Ryckman



**YOU NET
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Daily Operations

About Brian Gillis...

- 25 Plus Years operating auto repair shops in Texas, Georgia and Colorado, multi unit stores
- Hired and Trained over 2000 staff members
- Budgeting and Profits Brian's Specialty
- Smooth as silk with customers
- Polished and Professional
- Seasoned Automotive Veteran
- Owner and Founder of YOU NET RESULTS



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About Jim Ryckman...

- Founder and Operator of Rytek Automotive
- Moved from Business Owner to Business Leader
- Automotive Technician Trained
- Level 3 Leader
- 25 plus years of business know how
- Dollar Time Facilitator
- Zoominar Presenter
- TurnAroundTour Language Instructor





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Daily Operations

Many have discovered in the past...

- Daily Operations can be a process!
- Daily Operations can be learned!
- Daily Operations can be taught!
- Daily Operations can be “FUN”!
- Daily Operations can be systemic!



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Daily Operations

YOU *TOOLS*

It's easy to build a Daily Operations process but
it's easy not to!

How-to build Your Daily Operations Process

6 Steps

1. Thinking
2. Words
3. Action
4. Habits
5. Perseverance
6. Attainment



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YOU *TOOLS*

- Processes and Systems run your business...
written or unwritten
- People run the Processes and Systems
- Making your business process and systems
dependent - **Not** people dependent - **Is** the
major objective of the Manager



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What are? Daily Operations *YOU TOOLS*

- They are built for YOUR NET RESULTS
- Designed to help YOU be in Process
- TAP – Turnaround Point Book...Gary Gunn's Voice in Print and Audio
- Moving from business owner to business leader (BO to BL)
- Daily Operations Silver Bullets do not exist



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Daily Operations

YOU **TOOLS**

- Three “P” Triangle People-Process-Profit
- Five **YOUTOOL** Player
 1. Financial
 2. Leadership
 3. Management
 4. Strategic
 5. Tactical
- WOIT – Working on it Tuesday
- PAHR – Prepare – Attract – Hire – Retain
- Behavior Never Lies by Richard Flint

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Daily Operations

YOU **TOOLS**

- Five YOUTOOL Player
 1. Financial
 2. Leadership
 3. Management
 4. Strategic
 5. Tactical





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Daily Operations

YOU ***TOOLS***

- How would you define Daily Operations?

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Daily Operations

YOU *TOOLS*

Key to Key defines Daily Operations



Get the Key from
the customer



Give the Key back
to the Customer



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YOU **TOOLS**

- 85-87% Rule
- Muscle Your Way through the day
- Let the Process do the work
- See Several (SOPs in Dropbox)



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YOU ***TOOLS***

What is your TurnAround Point in your
Daily Operations?

- What do I need to learn?
- What do I need to implement?
- What is your strategic thinking?
- What is your tactical thinking?



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YOU *TOOLS*

Understanding what your product truly is

- 1. Relationships
- 2. Knowledge
- 3. Financial
- 4. Repairing Vehicles
- 5. Experience
- 6. Branding
- 7. Safety
- 8. Warranty
- 9. Trust
- 10. The end results



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YOU *TOOLS... PPSS*

Define each of these

- Pathway
- Process
- System
- Step



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YOU *TOOLS*

- How do we **p**repare? OCP / BCP / CBP
- How do we **a**udit? OCP / BCP / CBP
- How do we **r**ehearse? OCP / BCP / CBP
- How do we **p**resent? OCP / BCP / CBP



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YOU *TOOLS*

- Green Car (Broke Car) 😊
- Orange (Perceived Issue) 😊
- Blue Car (Be Back Car) 😊
- Pink Car (Oil Change Primary) 😊

Why are these always an opportunity?



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YOU *TOOLS*

What would you say was the number one reason for having a Daily Operations Process?

Pick One

1. Buying mood
2. More money
3. Lifetime client's
4. Business concept

Why?



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YOU ***TOOLS***

Thinking Time

- What could you do at your auto repair business to raise your prices by **20%**
and
- be confident you could keep all your customers and gain new ones?



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YOU ***TOOLS... SPC***

Scripts / Presentation / Conversation

- Anytime
- Great Coupon Script
- One Thing / Gotta Have Script
- Isolate Concern Script
- PMI Additional Concerns
- SIX Enhancements
- Thirty Day Challenge



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YOU ***TOOLS... LUTO***

Owning the Scripts

Learn them – *Use* them

Teach them - *Own* them

How do you moving from?

L1 _____ A Script

L2 _____ To a Presentation

L3 _____ To a Conversation



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YOU ***TOOLS... Ranking Quiz A 1-5***

- ___ SOS
- ___ The Board
- ___ Scripts
- ___ Sorting
- ___ Huddles



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YOU ***TOOLS... Ranking Quiz B 1-4***

PARP Time

- ___ Prepare
- ___ Audit
- ___ Rehearse
- ___ Present

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YOU *TOOLS*

Missed Sales File SOP (See DropBox)

- When do we use it?
- Why do we use it?
- What is the purpose?
- What results to expect?





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YOU *TOOLS*

Building Estimates for Profit - 1

- 1. Sharing of Best Methods
- 2. Fast Estimate
- 3. Desired Gross Profit Margin
- 4. Accuracy is critical
- 5. Building in the margins
- 6. Labor rates
- 7. Explanation to the customer
- 8. Number of customer contacts



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YOU *TOOLS*

Building Estimates for Profit - 2

- Make sure it is accurate labor time (techs or SA), consult more than one labor source, Mitchell, All Data, Technicians, past estimates, accurate parts cost can we get it?, look it up yourself, from the parts supplier, parts matrix used, favorite parts person, make sure technician can beat the time, give right technicians the right work, broke parts possible, unseen parts needed, age and vehicle condition you may elect to add additional time per labor operation, by not using the SWAG method,



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YOU *TOOLS*

Building Estimates for Profit - 3

- Ad 1/10 for technician and 1/10 for the house per job and then discount the parts if needed, parts could be the most price sensitive, price issue is mostly with the SA or owner, owner's cutting deals with clients, hire true sales people who enjoy the process, set goals sales revenue and hurdles to meet on margins, maximum bay turns, parts available assurance, order parts prior to the job being sold, going by Mitchell verify other sources, integrated software with job estimation parts and labor, price, availability, procedure time, order parts, owner's



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Building Estimates for Profit - 4

- Pay more to get now to get the bay turn, canned or standard task job pricing, rear brake job with labor plus parts, true menu pricing jobs cabin air filter plus parts, the real log jam is the estimating of jobs



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- **YOU *TOOLS***



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YOU *TOOLS*

- Slight Edge book by Jeff Olson
- Lotus Code by Mark Yarnell
- E-Myth Mastery Leadership Module
- LWOBAS
- SMS – SBS – STS – SPS
- No Reverse Club



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YOU *TOOLS*

- Go for No by Richard Fenton & Andrea Waltz...
Go For No Breakthrough Pak ([BUY Link](#)), Hard Copy of Book ([BUY LINK](#)), 2 CD Pack Audio ([BUY LINK](#)),
- Coaching for Improved Work Performance by Ferdinand F. Fournies ([BUY Link](#))



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YOU *TOOLS*

John C. Maxwell

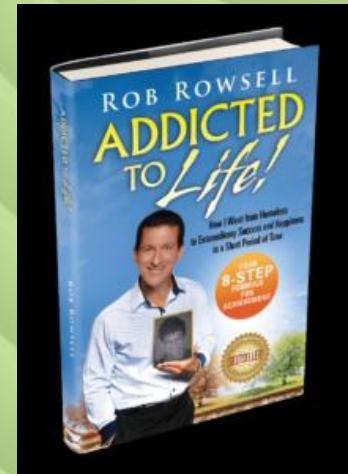
- Five Levels of Leadership
- 21 Laws of Leadership
- Developing the Leader With YOU
- Developing the Leaders Around YOU

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YOU *TOOLS*

- ALL-In ATL Community ([Web Link](#))
- Addicted to Life (ATL) by Rob Rowse ([BUY Book](#))
- ATL Quarterly Strategic Action Plan
- ATL 8 Step Building Blocks
- ATL Action Guide ([Get it Link](#))



TAT Transformation Circle

LEADERSHIP
W I T H O U T
B R E A K I N G A S W E A T



MANAGEMENT
O N C R U I S E S
C O N T R O L

Learn It • Use It • Teach It



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