



# *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  
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# *Daily Operations*

You Net Results *Premier* Automotive Guide

Brian Gillis



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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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# *Daily Operations*

## **YOU *TOOLS.. Confidence***

### **COACHING GROUPS BUILD CONFIDENT MANAGERS**

#### **for Auto Repair Shop Owners and Staff**

- Define confidence in you own words
- What do you have to do to become a confident manager?
- What does each of your staff members need to do to be come confident?



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# Daily Operations

## YOU **TOOLS..** *Why? Results Mantra*

At *You Net Results*, we facilitate *coaching groups* for auto repair shop owners, so you reach a *turnaround point* where you emerge from the experience moving from a *business owner* to a *confident business leader* eliminating your *silent thieves*.

Reaching your *turnaround point*

Emerging from your *experience*

Eliminating your *silent thieves*

**R**eaching – **E**merging – **E**liminating



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## YOU **TOOLS.. Silent Thief**

How long are you going to let **Silent Thieves** rob your automotive repair shop? With **Poor**:

- Leadership and Management Processes
- Front Counter Processes \*How-to Manual
- People Staffing Processes \*Daily Operations
- Financial Processes
- Do **YOU** need to stop the theft of your future?
- Are **YOU** willing to do what it takes? If **YOU** don't fix the **silent theft** – **YOU** might as well put the key under the door...and not come back tomorrow!





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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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# *Daily Operations*

**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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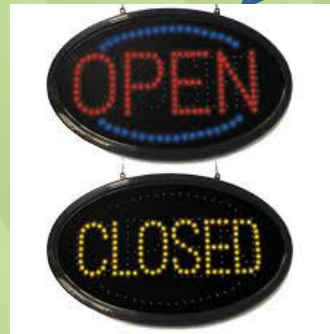
# *Daily Operations*

YOU **TOOLS**

Key to Key defines Daily Operations



Open the door for  
business



Close the door for  
business



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# *Daily Operations*

## **YOU *TOOLS*.. 5.26.20 Agenda**

### *Turnaround Point Book Items*

- Customer Retention... page 29-30
- Passion Determines Direction... page 38

### *Other Items*

- Missed Sales File SOP (See Dropbox)
- Green, Blue, Pink, Orange... Cars (Show Board) **Next Time**
- Go For No Opportunities SOP (See Dropbox) **Next Time**





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## **YOU *TOOLS*.. 7.14.20 Agenda**

### *Turnaround Point Book Items*

- “Key-to-key” and the Board (page 89)
- Daily Operations—Three Parts (page 91)
- Pathways, Processes, Systems, & Steps (page 96)

### *Other Items*

- Green, Blue, Pink, Orange... Cars (Show Board)
- Go For No Opportunities SOP (See Dropbox)



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## **YOU *TOOLS.. 9.1.20 Agenda***

*Brian's Know-How and Experiential*

DO-YNR – 0500 - Daily Operations Process (Front Counter)

### *SOP Review and Update*

- 0501 – SOP – The Board (See Dropbox) **Covered 9.1.20**
- 0503 – SOP – Go for No Opportunities (See DropBox) **Future Time**
- 0512 - SOP – Missed Sales File (See DropBox) **Future Time**
- 0514 – SOP - 10 Key Processes (See Dropbox) **Future Time**
- 0516 – SOP - The Scripts (See Dropbox) **Future Time**
- 0516-1 – SOP - Own the Scripts (See Dropbox to be written) **Future Time**
- 0517 – SOP Front Counter Training (See Dropbox) **Future Time**

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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***

- 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**

- 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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## 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 **prepare?** OCP / BCP / CBP
- How do we **audit?** OCP / BCP / CBP
- How do we **rehearse?** OCP / BCP / CBP
- How do we **present?** OCP / BCP / CBP



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## **YOU *TOOLS***

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

1. Buying mood

**Pick One**

2. More money

**Why?**

3. Lifetime client's

4. Business concept



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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***

### **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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## **YOU *TOOLS***

### **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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# *Daily Operations*

- **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

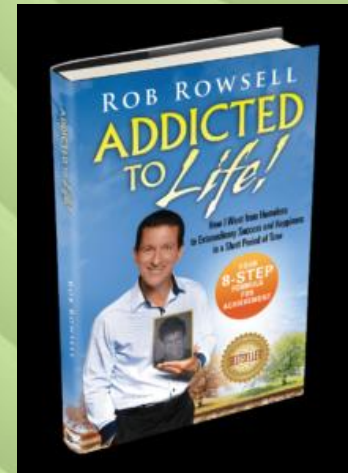
- Five Levels of Leadership
- 21 Laws of Leadership
- Developing the Leader With YOU
- Developing the Leaders Around YOU

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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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- **YOU *TOOLS***



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- **YOU *TOOLS***