AUTO SERVICE SELF-CHECK · MMM TRAINING

The Bay Hour Nobody Counted

90 SECONDS

For independent auto shops. Tick what's already tracked and true.

Your bays are your capacity. Unbilled time in them is your margin.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- ☐ **I know billed hours versus hours actually paid to technicians.**
  If not: the gap between the two is your real labor efficiency, and it's unmeasured.
- ☐ **Technicians clock to jobs, not just to the day.**
  If not: you can't tell which work is profitable and which quietly isn't.
- ☐ **I know how long a bay sits idle waiting on parts or approval.**
  If not: idle bay time is capacity you paid for and didn't sell.
- ☐ **Customer approval delays are tracked, not just endured.**
  If not: you can't see how much revenue waits on a phone call nobody chased.
- ☐ **Every advisor quotes and explains work the same way.**
  If not: your close rate depends on who answered the phone, and so does your reputation.
- ☐ **Comebacks are logged with a cause, not just fixed.**
  If not: you're paying twice for the same job and learning nothing from it.

Now count the boxes you left empty.

Shop profitability is decided in the difference between hours paid and hours billed. Most shops have never actually measured it.

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0–1 blank
You have visibility
You can see your labor. Most owners at your size cannot.

2–3 blanks
You're paying for guesses
Some of this is recoverable within a quarter, without cutting a single person.

4–6 blanks
Your largest cost is unmanaged
Labor is usually the biggest controllable number in the business. This one is running itself.

WHAT THIS USUALLY COSTS

An idle bay hour is capacity you already bought.

You pay rent, tooling, and technician time whether it's sold or not. The People Operations Review measures the gap and shows where it's created.

People Operations Review
From $1,500
Book at mmmtraining.org

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