

**Auto Shop Tips**© by Michael Strautman  
[mikestrautman@turnaroundtour.com](mailto:mikestrautman@turnaroundtour.com)  
[www.turnaroundtour.com](http://www.turnaroundtour.com)  
800-233-8551



### **Auto Shop Tip #13**

#### ***The Account of a Fly on the Wall*** *By Michael Strautman*

"I can see many business men at round tables sharing information about their businesses. They all seem to have something in common. As I buzz around the room, statistical reports, websites, and marketing ideas are shared openly. There is laughter and genuine help offered from one another. Car count, RO averages, systems, and processes are all subjects of conversation. There is also honest and insightful constructive criticism from the members of this group, some things they wanted to hear, and some they wished they hadn't heard, but are now glad that they know. OOOOH a leftover sandwich tray.....," SWAT!

Though our winged-reporter didn't make it to tell us the rest of the story, there are some important questions that you must ask yourself if you are the owner of an auto repair business.

- How do you keep your business skills sharp?
- Do you have a group of fellow shop owners with which to share ideas and problems?
- How do you avoid complacency as a business owner?
- How do you *know* that your business is performing up to current standards?

You should get involved in a business group to continue to grow as a leader, and stay in the forefront of your industry. The above questions are critical to answer as the auto repair industry continues to evolve.

We just returned from our 3<sup>rd</sup> and final Select Group meeting of 2007. Everyone enjoyed the opportunity to network and share information with one another. During the event, we toured four auto repair shops and evaluated strengths and weaknesses for all. Any shop owner can benefit from these meetings, as they are concerned in keeping your skills sharp, idea sharing, and the knowledge of literally *hundreds of years* of automotive repair business ownership.

Come and be a "fly on the wall" at our next Select Group meeting in February 2008!  
To learn how, just email me at [mike@turnaroundtour.com](mailto:mike@turnaroundtour.com).

