

Auto Shop Tips© by Michael Strautman

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Auto Shop Tip #26

*Getting Started With Your How-To Manual
By Michael Strautman*

Have you ever been through a shop that uses a formal How-To Manual? What did you notice about it? Each time I have been through one, there has been a clear difference in atmosphere between the one that has a manual and the one that does not have a manual. The one that has a How-To Manual documented and available for employees seems to be more peaceful and less chaotic. The atmosphere is definitely quieter, and less tense than the shop that has no manual to use. The one that has no How-To Manual relies strictly on word of mouth communication. This creates a louder, less-efficient, and more stressful environment. Customers can feel the difference in atmosphere. If it feels stressful to them, do you think they will come back?

A major benefit of a How-To Manual is a calmer atmosphere. If you are getting started on your How-To Manual, congratulations! You're taking a major step in your business atmosphere – and its longevity. You're working on a business that will be increasingly independent of you, and largely dependent on processes that you and your team have documented. If you have not yet decided to dedicate yourself to this type of work; when you see how easy it can be to get started, you may be convinced. Here is a checklist of items to get started.

- ___ 1. Buy a 3-inch, 3-ring binder
- ___ 2. Buy eight dividers
- ___ 3. Label the dividers respectively
 - Directional Vision and Road Map
 - Money/Financial
 - Daily Operations
 - Customer Service
 - Client Communications
 - Advertising/Marketing
 - Leadership/Management
 - People/Staff
- ___ 4. Sign up for Auto Shop Lifeline with Turnaroundtour.com
- ___ 5. Print systems produced in classes with Turnaroundtour.com library and place system in corresponding area in the binder.
- ___ 6. If items 4 and 5 are not done, document overall systems for each area.
- ___ 7. Have team members document specific operational duties for you and place them in your binder.

After completing the above steps you will be well on your way to having the business you've always wanted – one that runs with minimum involvement of the owner – The Level 3 business. In addition, you will be well on your way to having a business atmosphere that encourages customers to go to your shop; being a stress-free environment. It can be done! Get to work on it today, the checklist can be done in only 2-3 hours with Turnaroundtour.com!

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