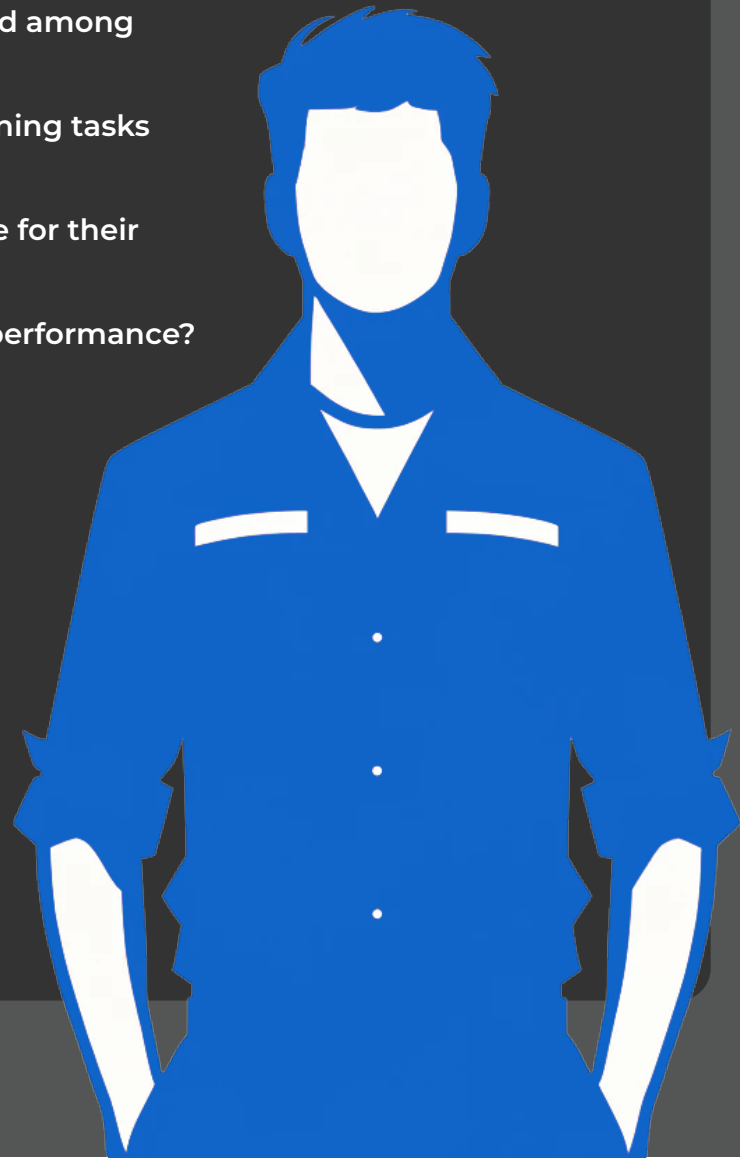
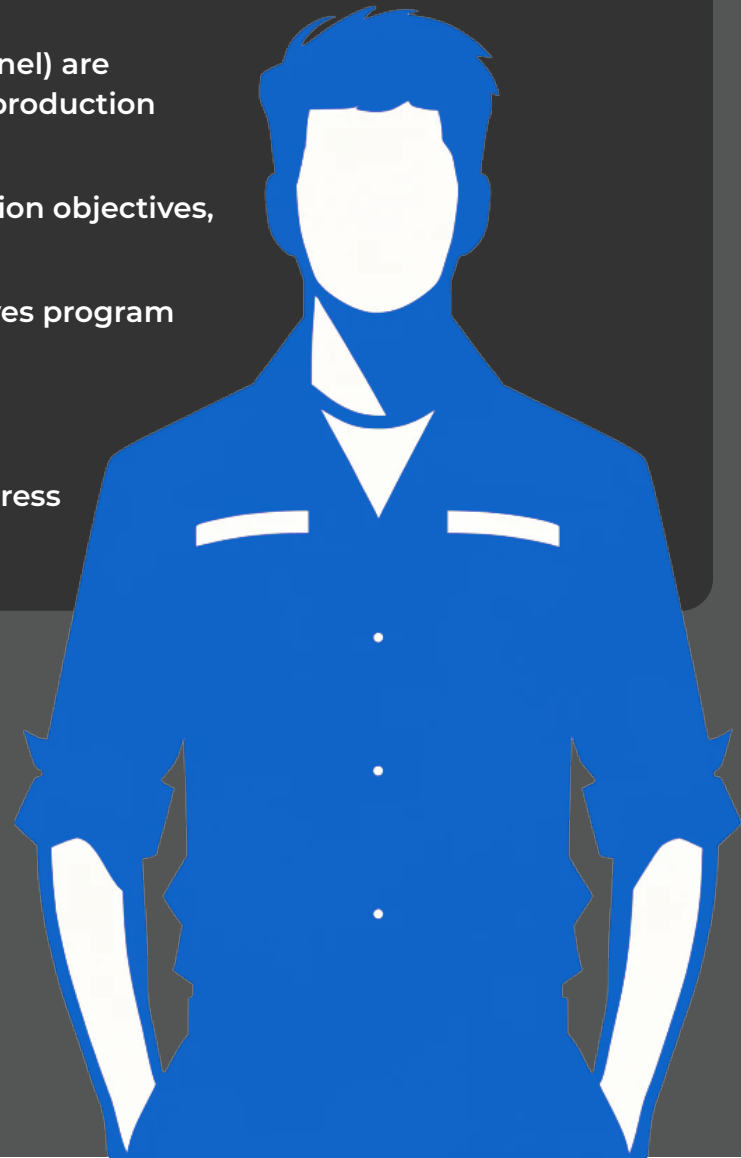


Here are 30 questions a service manager should ask to start implementing production objectives:

1. What is the current average technician production level in the service department?
2. How does each individual technician's production compare to the department average?
3. What are the specific skill sets and experience levels of each technician?
4. What types of tasks does each technician typically perform?
5. Are there any areas where technicians consistently face challenges or roadblocks?
6. What tools, equipment, and resources do technicians need to work efficiently?
7. How are work assignments currently distributed among technicians?
8. Is there a fair and transparent process for assigning tasks based on skill level and experience?
9. How are technicians currently held accountable for their performance?
10. What metrics are used to measure technician performance?
11. How often are technician performance metrics reviewed and discussed?
12. Are there clear consequences for not meeting performance expectations?
13. What incentives or rewards are in place for technicians who consistently meet or exceed objectives?
14. How are technician production objectives currently communicated to the team?
15. Do technicians have a clear understanding of what is expected of them?



16. Are there regular meetings or check-ins to discuss progress towards objectives?
17. What training or professional development opportunities are available to help technicians improve their skills and efficiency?
18. How is feedback collected from technicians about their work experience and job satisfaction?
19. What is the current process for addressing technician concerns or complaints?
20. How are new technicians onboarded and trained on production expectations?
21. What is the current turnover rate among technicians, and what are the main reasons for leaving?
22. How does the service department's technician compensation plan compare to industry standards?
23. Are there any bottlenecks or inefficiencies in the current workflow process?
24. How is the service department's overall performance tracked and measured?
25. What are the department's goals for revenue, profitability, and customer satisfaction?
26. How does the implementation of technician production objectives align with these larger goals?
27. What resources (e.g., software, training, personnel) are needed to effectively implement and manage production objectives?
28. What is the timeline for implementing production objectives, and what are the key milestones?
29. How will the success of the production objectives program be measured and evaluated over time?
30. What is the communication plan for keeping stakeholders (e.g., technicians, management, customers) informed about the program's progress and results?



# A Roadmap to Implementing Technician Production Objectives

## 1. Analyze historical data:

- Review past performance data for each technician to establish a baseline for their average production levels.
- Consider factors such as the number of hours billed, types of tasks performed, and efficiency over the past 3-6 months.
- Use this data to identify trends, patterns, and areas for improvement.

## 2. Set realistic objectives:

- Use the baseline data to set achievable production objectives for each technician based on their skill level, experience, and potential for growth.
- Apply realistic performance increases to challenge technicians without overwhelming them.
- Tailor objectives to individual technicians, considering their unique strengths and weaknesses.

## 3. Communicate objectives clearly:

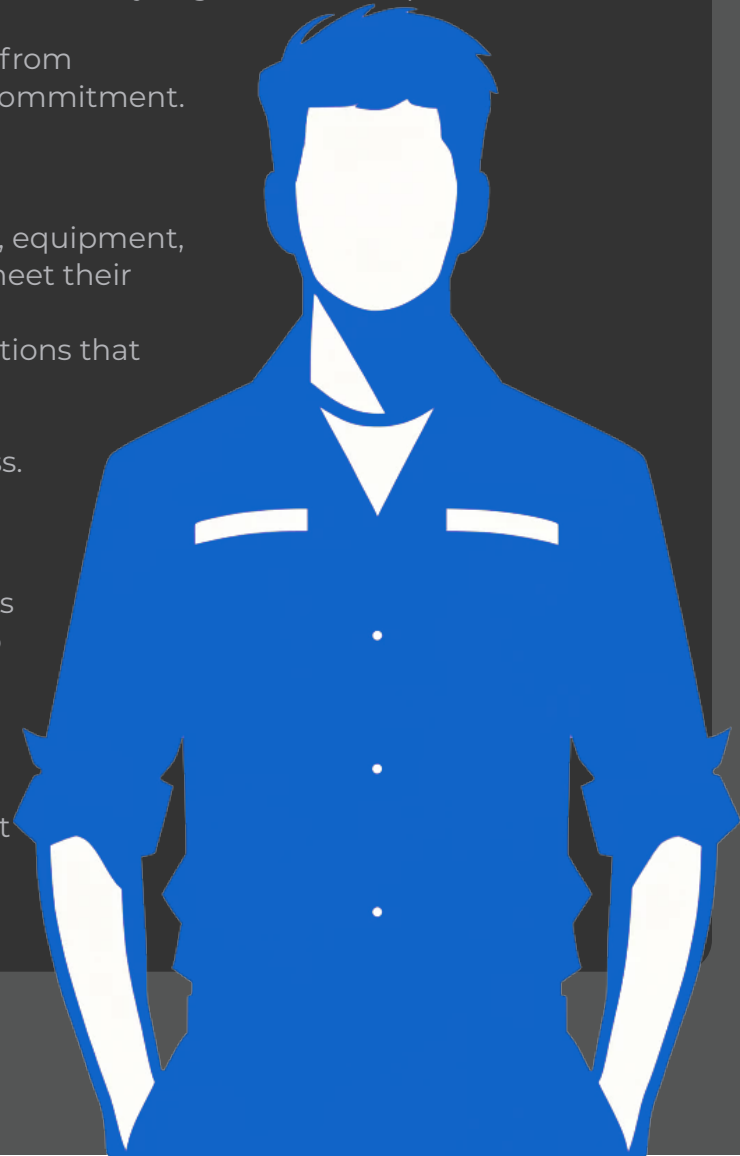
- Schedule individual meetings with each technician to discuss their specific objectives, answer questions, and address concerns.
- Explain the reasoning behind the objectives and how they align with the department's overall goals.
- Encourage open dialogue and gather feedback from technicians to foster a sense of ownership and commitment.

## 4. Provide necessary resources:

- Ensure that technicians have access to the tools, equipment, and support they need to work efficiently and meet their objectives.
- Identify and address any resource gaps or limitations that may hinder technician performance.
- Invest in updated technology, equipment, and training as needed to support technician success.

## 5. Establish a fair task assignment process:

- Develop a transparent system for assigning tasks based on technician skill level and experience to ensure an equitable distribution of work.
- Consider implementing a skill matrix or tier system to match technicians with appropriate tasks.
- Regularly review and adjust the task assignment process based on technician feedback and performance data.



## 6. Implement daily production meetings:

- Hold brief, daily meetings to review progress, discuss challenges, and set priorities for the day ahead.
- Use these meetings to foster a sense of teamwork, collaboration, and accountability among technicians.
- Encourage technicians to share successes, best practices, and lessons learned with their colleagues.

## 7. Monitor progress regularly:

- Use daily, weekly, and monthly reports to track each technician's performance against their objectives and identify areas for improvement.
- Analyze key metrics such as billed hours, efficiency, and customer satisfaction to gauge the impact of the production objectives program.
- Share progress reports with technicians and management to maintain transparency and accountability.

## 8. Offer ongoing training and support:

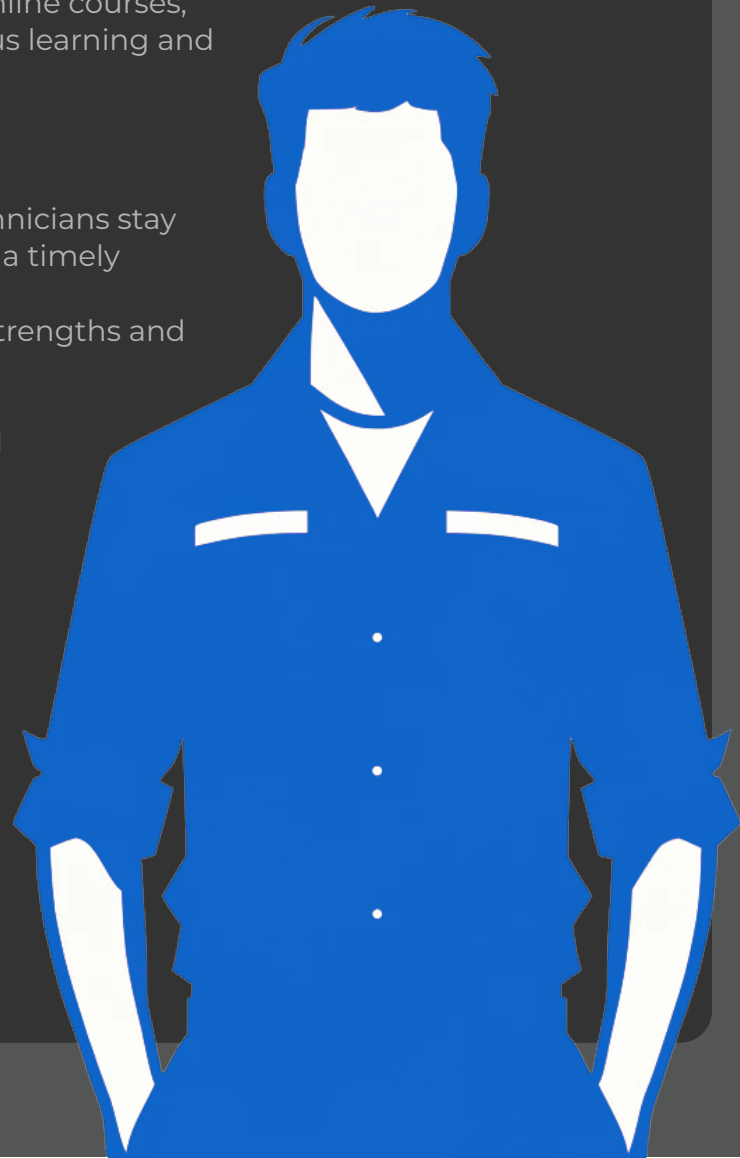
- Provide technicians with opportunities for professional development and training to help them enhance their skills and efficiency.
- Identify individual training needs based on performance data and technician feedback.
- Offer a mix of on-the-job training, workshops, online courses, and mentorship programs to support continuous learning and growth.

## 9. Give constructive feedback:

- Offer regular, constructive feedback to help technicians stay on track and address any performance issues in a timely manner.
- Use a balanced approach that highlights both strengths and areas for improvement.
- Provide specific, actionable guidance on how technicians can enhance their performance and meet their objectives.

## 10. Celebrate successes:

- Recognize and reward technicians who consistently meet or exceed their production objectives to foster a positive, motivating work environment.
- Implement a formal recognition program with incentives such as bonuses, prizes, or public acknowledgment.
- Celebrate individual and team successes regularly to reinforce the importance of the production objectives program.



### 11. Address concerns promptly:

- Establish a clear process for technicians to raise concerns or issues and ensure that they are addressed promptly and fairly.
- Encourage open communication and active listening to build trust and rapport with technicians.
- Work collaboratively with technicians to identify solutions and resolve concerns in a timely and effective manner.

### 12. Continuously evaluate and adjust:

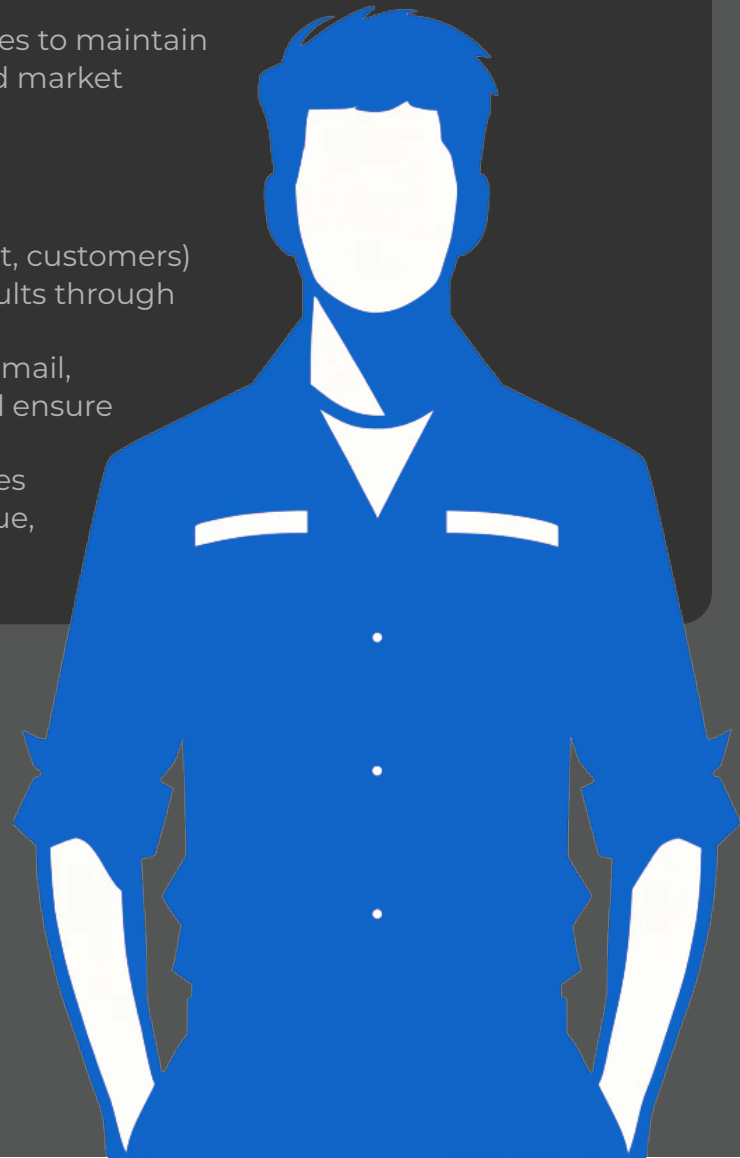
- Regularly assess the effectiveness of the production objectives program and make adjustments as needed based on feedback and results.
- Conduct periodic reviews with technicians and management to gather insights and identify areas for improvement.
- Be open to modifying objectives, processes, and resources as needed to optimize the program's impact and success.

### 13. Align with overall goals:

- Ensure that technician production objectives are aligned with the service department's larger goals for revenue, profitability, and customer satisfaction.
- Communicate how individual technician performance contributes to the department's overall success.
- Regularly review and adjust production objectives to maintain alignment with changing business priorities and market conditions.

### 14. Communicate progress to stakeholders:

- Keep all stakeholders (technicians, management, customers) informed about the program's progress and results through regular updates and reports.
- Use a variety of communication channels (e.g., email, meetings, dashboards) to share information and ensure transparency.
- Highlight the impact of the production objectives program on key business metrics such as revenue, efficiency, and customer satisfaction.



## 15. Foster a culture of accountability:

- Hold technicians accountable for meeting their objectives, while also providing the support and resources they need to succeed.
- Lead by example and create a culture of continuous improvement and excellence.
- Encourage technicians to take ownership of their performance and actively participate in the production objectives program.
- Celebrate successes and learn from failures as a team, fostering a growth mindset and collaborative spirit.

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