

**1. Assess your current technician compensation model and identify areas where it may be contributing to high turnover, low morale, or decreased service quality.**

- Understanding the shortcomings of your current pay structure is the first step in creating a plan for improvement.

**2. Gather feedback from your technicians about their satisfaction with the current pay structure and what changes they would like to see.**

- Involving your technicians in the process of evaluating and redesigning compensation models can help build trust and ensure that their needs are being met.

**3. Research alternative compensation models, such as hourly pay with productivity incentives or a hybrid system that combines base pay with performance-based bonuses.**

- Exploring different compensation options can help you find a model that aligns with your shop's goals and values.

**4. Analyze your shop's specific needs, including skill levels, work mix, and customer expectations, to determine which compensation model would be the best fit.**

- Tailoring your compensation model to your shop's unique characteristics can help ensure its effectiveness and sustainability.

**5. Develop a proposal for a new compensation structure that includes a clear outline of base pay, incentives, and performance metrics.**

- Creating a detailed proposal can help communicate the benefits and mechanics of the new compensation model to all stakeholders.



**6. Present the proposal to key stakeholders, including management, service advisors, and technicians, and gather their input and buy-in.**

- Securing support from all levels of your organization is crucial for the successful implementation of a new compensation model.

**7. Create a plan for transitioning to the new compensation model, including a timeline, communication strategy, and training for managers and technicians.**

- A well-organized transition plan can help minimize disruption and ensure that everyone is prepared for the changes ahead.

**8. Implement the new compensation model on a trial basis, closely monitoring technician performance, satisfaction, and customer feedback.**

- Piloting the new model allows you to assess its impact and make necessary adjustments before fully committing to the change.

**9. Regularly assess the effectiveness of the new compensation model and make adjustments as needed based on data and feedback from your team.**

- Continuous evaluation and refinement can help ensure that your compensation model remains aligned with your shop's evolving needs and goals.

**10. Foster a culture of continuous improvement by encouraging open communication, recognizing and rewarding high performance, and investing in ongoing training and development for your technicians.**

- Creating a supportive and growth-oriented work environment can help attract and retain top talent while driving long-term success for your shop.

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