Coats

Bayley *SERVICE* INTELLIGENCE

CASE STUDY
BARBOUR-HENDRICK HONDA, GREENVILLE, NORTH CAROLINA

Bayley delivers 50% reduction in R.O. to lift time, 68% reduction in MPI start time

Like many fixed-ops managers, Chris Tucker knew there were ways he could improve his shop's operations. "I had ideas on what needed to be improved across my 17 service bays, but I didn't have the hard data to implement and track my shop's operational efficiency" Tucker said.

Using Bayley Service Intelligence, Chris has seen significant improvements in multiple areas of his fixed operations. "We value being able to get a customer's vehicle back to them on time, and as quickly as possible. Eliminating idle time enables us to get repair orders completed faster and improve the number of vehicles we can service in a day."

Some examples Chris highlights of how his service operations have been improved:

- **Over 50% reduction in cycle time** from repair order creation to multipoint inspection approval. Chris says "Cutting 24 minutes – from 45 minutes to under 21 minutes at the front of the R.O. is a game changer – increasing our shop's capacity and shortening the time it takes to let customers know results of the MPI."

- **A 9 minute reduction in service action approval**. Barbour-Hendrick Honda is now averaging 8 minutes vs prior 17 minutes for service advisors to respond back to technicians with customer approval on recommended service actions.

- **Additional one vehicle per day by each tech**. "By getting techs approvals faster, and addressing delays like parts turnaround, we're able to help the techs turn more hours – it's a win-win and ensures use of Bayley. Plus, Bayley enables the techs to see how they rank in the shop – and they're a competitive bunch!"

"Having the information has allowed us to significantly improve, and the whole team now sees the same metrics enabling us to work together to improve our fixed operations performance." Tucker concluded.

About Bayley

Invented by an award-winning Fixed Ops Director who understands the unique labor and efficiency challenges service departments face every day, Coats® Bayley Service Intelligence is the world's first smart service efficiency system designed to deliver actionable intelligence across the entire service cycle. Bayley has been recognized as a best new product by multiple fixed ops publications. Learn more by calling your Coats representative or www.coatsgarage.com

CONTACT US
WWW.COATSGARAGE.COM OR **CALL 1-855-876-3864**

See how Coats® Bayley Service Intelligence can help you optimize service operations.