



FULL DISCLOSURE, FULL RESULTS

5 STRATEGIES THAT TRANSFORMED MY SHOP

How disciplined digital vehicle inspections changed the way we run our bays — and the numbers that prove it.

Presented by Roy Foster & Lauren Thunen

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PART 1

WHAT WE CHANGED

PART 2

WHAT HAPPENED

WHAT I'LL COVER

Two Parts. One Turnaround.

How five changes in my shop show up in the data, in the bays, our reviews and profitability.

1

WHAT WE CHANGED

5 Strategies We Put to Work

DVI, centralized communication, standardized workflow, team training, and performance metrics — the five changes we made on the floor.

2

WHAT HAPPENED

The Results, By the Numbers

Our 7-step workflow in practice, the KPIs it produces, the speed it enables, and the five-star reviews it earns at Roy Foster's Automotive – Sparks.

WHAT WE CHANGED

5 Changes We Made

The framework that connected our front counter to the back of the shop.

1

Implement Digital Vehicle Inspections (DVI)

Gave every customer real-time updates and full transparency.

2

Utilize a Centralized Communication Platform

Eliminated scattered messages, sticky notes, and delays.

3

Standardize Workflows and Protocols

Consistency created productivity — and a repeatable system.

4

Realtime Communication to Customer

Great tools only work when your team uses them well.

5

Leverage Performance Metrics

You can't fix what you don't measure — so we started tracking critical KPI's.

STRATEGY 1

Implement Digital Vehicle Inspections (DVI)

Real-time updates that keep everyone in the loop.



Multimedia Evidence

Technicians share results with photos, videos & notes directly from the bay.



Speed

Cuts the time it takes to relay inspection results to advisors and customers.



Transparency

Advisors stay informed and prioritize repairs based on real vehicle conditions.



Accuracy

Minimizes the chance of missed or miscommunicated repair needs.

My Coach's Tip: All digital communication within the shop – no paper!

DVI IN PRACTICE

Three Rules That Make DVI Work

How we turned software into a disciplined habit on the floor.

1

Educate, Don't Just Recommend

Show the evidence — photos, measurements, plain-language notes — so customers move from “do I need this?” to “now I understand.”

2

Create a Standard

Pin the primary concern, tell the full story, and hold every tech to one test: would my customer understand this?

3

Make Advisors Better, Not Busier

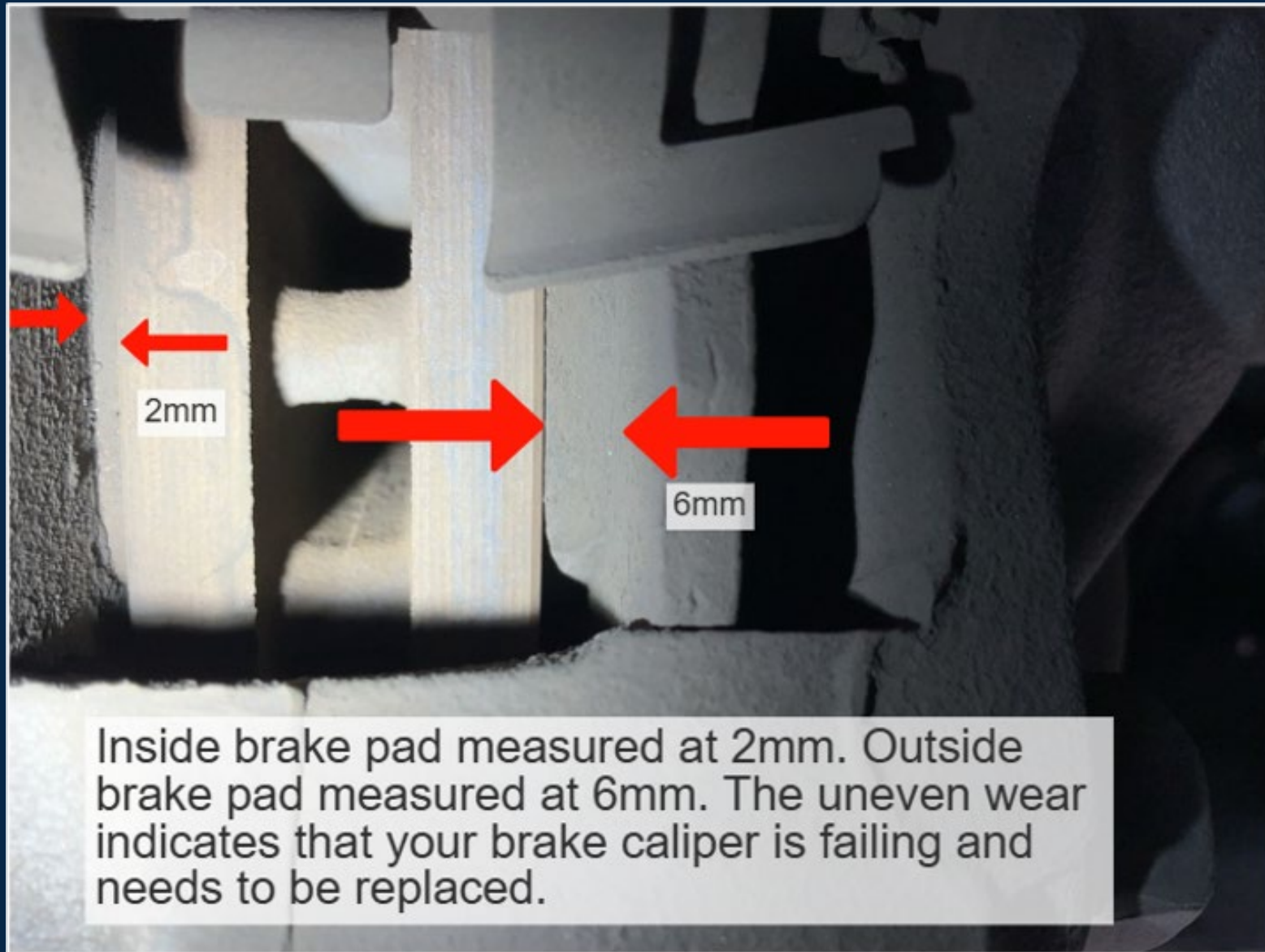
Send the inspection first, then guide the decision — DVI gives advisors a shared starting point, not more work.

My Coach's Tip: Write every inspection for a customer who knows nothing about cars — if they can understand it, they can trust it.

Photos are great, but they must tell a story.



Photos are great, but they must tell a story.



STRATEGY 2

Utilize a Centralized Communication Platform

Stop letting messages fall through the cracks.



Role-Based Messaging

Direct channels like Tech-to-Advisor or All-Team chats keep the right people looped in.



Time-Stamped Threads

Easy tracking of conversation history for accountability.



Smart Notifications

Instant alerts for job status changes or urgent updates.



Workflow Integration

Seamless connection with DVI and shop management tools.

My Coach's Tip: Internal chat improved accountability and stopped stalled tasks between roles on our team.

STRATEGY 3

Standardize Workflows and Protocols

Consistency creates productivity.



Map the Workflow

Map your ideal shop workflow utilizing speed to service.



Realtime Labor Inventory

Set exactly how and when techs notify advisors of inspection results.



Set Parts Expectations

Establish clear expectations for parts-lists and ordering to prevent bottlenecks.



Consistent Quality

A repeatable system that reduces guesswork and improves onboarding.

My Coach's Tip: Workflow tools let us customize, automate, and monitor our process for the best results.

STRATEGY 4

Train Our Team on Effective Communication

Great tools only work when your team uses them well.



Tool Proficiency

How to use DVI and internal messaging tools effectively.



Communication Etiquette

Set expectations for response times and professional messaging.



Regular Huddles & Team Meetings

Review performance, highlight wins, and address breakdowns immediately.



Empower Feedback

Encourage the team to suggest improvements to the workflow.

My Coach's Tip: Technology only drives results when your team knows how to use it well — training was our multiplier.

STRATEGY 5

Leverage Performance Metrics

You can't fix what you don't measure.



Time Per Stage

Identify lags between inspection and estimate before they cost you.



Technician Efficiency

Monitor productivity versus billed hours across the team.



Approval Rates

Track the success rate of recommended work over-time.

My Coach's Tip: Dashboards gave us complete visibility to spot trends and fine-tune our process — before small gaps became revenue leaks.

PART TWO · WHAT HAPPENED

Here's What Happened

Real numbers from my shop — how the 7-step DVI workflow turned every drop-off into trust, revenue, and five-star reviews.

Roy Foster's Automotive – Sparks

THE PROCESS

THE DATA

THE SPEED

THE PROOF

THE PAYOFF

Inspections Sent. Revenue Followed.

At our shop, cars that get a full inspection sent generate a significantly higher average repair order.

\$1,669

ARO — WITH INSPECTION SENT

Goal: \$1,700 · 98% to goal

\$644

ARO WITH NO INSPECTION

Goal: \$700 92% of goal

76.67%

INSPECTION RATE

96% of goal

96%

INSPECTIONS SENT

96% of goal

89%

INSPECTIONS OPENED

94% of goal

\$1,348

ACTUAL ARO

112% of goal

THE PROCESS

The 7-Step Workflow Cycle

Every vehicle in my shop follows the same disciplined loop — from Google search to five-star review.

- | | | |
|---|--|---|
| 1 | Google Reviews | Customer research before they ever call the shop. |
| 2 | Schedule the Client | Get the vehicle on the calendar. |
| 3 | Set the Expectation at Drop Off | Align on scope, timeline, and next steps. |
| 4 | Primary Concern & Inspection | Diagnose the reported issue and inspect the full vehicle. |
| 5 | Present Full Disclosure — 300% Rule | Show, document, and explain every finding. |
| 6 | Pickup Exit Schedule | Confirm the visit wraps on time. |
| 7 | Thank You & Collect Review | Close the loop and ask for feedback. |



THE PROOF

Customers Notice Full Disclosure

Two recent five-star reviews from our customers — in their own words.

**Joey Caldwell**

Local Guide · 13 reviews · 7 photos



★★★★★ 7 weeks ago

Great price

Had the best service I have ever had at a garage they explain everything to me no hide cost this was the first time I had been at Roy Foster if I need anything else for my car I will go back hands down they are the BEST

**BARON COLCHAGOFF**

8 reviews · 3 photos

★★★★★ 2 weeks ago **NEW**

Massive Expertise and Professionalism!!

Dialed in Obscure electrical short with surgical precision, which led to a list of causes longer than my arm! All tests were meticulously documented with detailed descriptions and photos. Vehicle & personal belongings all accounted for upon arrival.

Thanks to All involved,
Baron C.



VIN: 1FTPF18L01NB48588
Odo: 250,286 miles
RO#: 11323 05/19/2026

Are you impressed by the transparency?
Share with your Friends! ➔

**Roy Foster's Automotive**

Owner

1 week ago

**3 Services Being
Performed**Open for
details **37 Good**

Open for details

**2 Needs future
Attention**Open for
details **5 Needs Immediate
Attention**Open for
details

YOUR MOVE

The Playbook Is the Whole System

1 DVI + Standardized Process

Created the habit in our shop — the same 7 steps, every car, every time.

2 Centralized Communication

Connected our front counter to the bay, so nothing fell through the cracks.

3 Training + Metrics

Protected it at scale — productivity like Jason's compounds.

4 The Proof

Turned it into new customers — strong ARO, five-star reviews that sell for us.

Ready to bring this to your shop?
Scan QR Code for Resources & Questions



Scan Here

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