

REPAIR SHOP OF TOMORROW · SHOP WORKFLOW

Workflow & Team Alignment

Connect your team, processes, and customer experience to boost throughput, eliminate bottlenecks, and deliver a better shop experience.

Presented by: Corey Evaldi & David Ikeler

› More vehicles per day

› Better team utilization

› Faster turnaround



THE FOUNDATION

Why Workflow Efficiency Matters

When your shop runs efficiently, profitability increases. A streamlined workflow moves more vehicles through your shop faster — more cars completed each day, more consistent output, and better use of your existing team.



Higher Throughput

More vehicles completed per day with consistent output and better bay utilization.



Increased Profitability

Better use of existing team and resources, reducing operational costs.



Faster Turnaround

Reduced wait times and faster service delivery for customers.



Customer Trust

Better communication builds loyalty and repeat business.

25%

Increase in daily vehicle completion

40%

Reduction in turnaround time

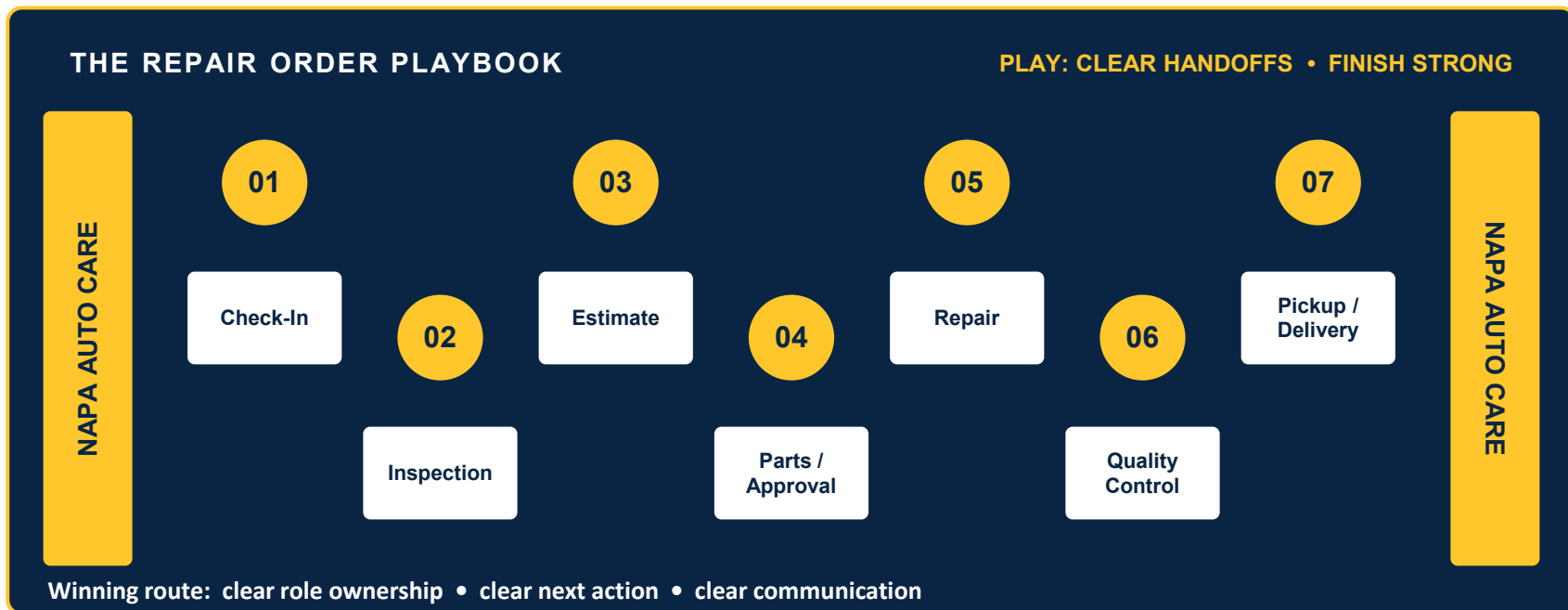
15%

Improvement in customer satisfaction

REPAIR-ORDER PLAYBOOK

Map the Workflow. Build the Plan.

Create a workflow that sets your business, team, and clients up for success.



STAGE 1 OF 7 • CAPTURE THE CONCERN AND SET EXPECTATIONS

Check-In

A strong check-in turns the client's concern into a clear, shared starting point for the entire repair order.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Confirm the concern, vehicle, and contact preference.
- ✓ Capture symptoms, history, and client priorities.
- ✓ Set the next step and communication expectation.
- ✓ Assign the next owner before inspection begins.



Handoff to Inspection The concern, expectations, and next owner are clear before the vehicle moves into inspection.

STAGE 2 OF 7 • INSPECT AND DOCUMENT THE FACTS

Inspection

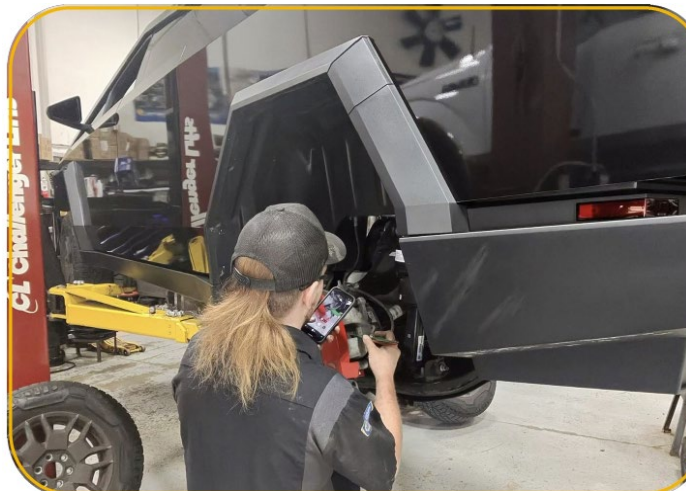
Inspection turns the client's concern into documented findings, photos, and measurements the team can trust.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Perform the inspection with notes, photos, and measurements.
- ✓ Separate verified findings from recommendations or assumptions.
- ✓ Document safety, maintenance, and diagnostic needs clearly.
- ✓ Update the status and owner before estimate writing begins.



Handoff to Estimate Findings, photos, and priorities are documented before the estimate is built.

STAGE 3 OF 7 • BUILD AND PRESENT THE ESTIMATE

Estimate

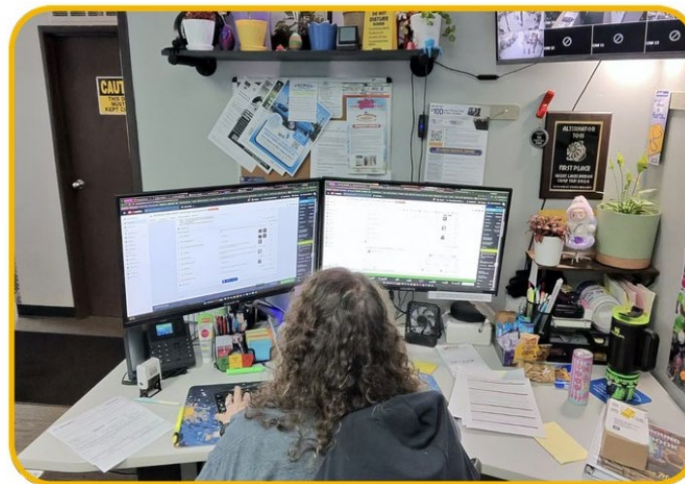
Estimate turns inspection findings into a clear plan, prioritized options, and next-step decisions the client can understand.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Organize findings into safety, maintenance, and diagnostic priorities.
- ✓ Build an accurate estimate with labor, parts, and timeline expectations.
- ✓ Present recommendations clearly using notes, photos, and options.
- ✓ Confirm approval questions and next decisions before parts planning begins.



Handoff to Parts / Approval Pricing, priorities, and client direction are clear before parts sourcing and approval follow-through.

Parts / Approval

Stage Essentials

Four actions that keep the repair order moving

- [illegible]



STAGE 5 OF 7 • COMPLETE THE APPROVED REPAIRS

Repair

Repair turns the approved plan into completed work by executing the authorized services correctly, efficiently, and according to standards.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Perform the approved work using proper procedures, parts, and documentation.
- ✓ Track progress, labor, and findings while keeping the team informed.
- ✓ Flag additional needs or obstacles before they delay completion.
- ✓ Verify the work is complete before moving the vehicle to final review.



Handoff to Quality Control Completed repairs and technician notes are ready for post-repair verification and final review.

STAGE 6 OF 7 • VERIFY THE REPAIR AND PREPARE FOR DELIVERY

Quality Control

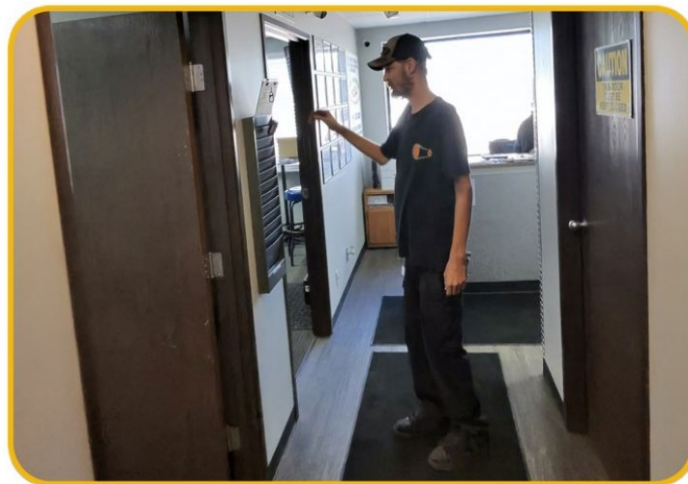
Quality Control confirms the work was completed properly, the original concern was addressed, and the vehicle is truly ready for the client.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Perform post-repair inspection, testing, or road test as needed.
- ✓ Confirm the original concern was addressed and no issues were introduced.
- ✓ Complete final notes, quality checks, and any required status updates.
- ✓ Verify the vehicle is ready for client communication and delivery.



Handoff to Pickup / Delivery The vehicle, final notes, and completed work are ready for client communication, invoicing, and pickup.

STAGE 7 OF 7 • CLOSE OUT THE VISIT AND RETURN THE VEHICLE

Pickup / Delivery

Pickup / Delivery completes the workflow by reviewing the work performed, collecting payment, and returning the vehicle with clarity and confidence.



Stage Essentials

Four actions that keep the repair order moving

- ✓ Review completed work, recommendations, and declined items with the client.
- ✓ Confirm the invoice, payment, keys, and any required signatures or documents.
- ✓ Set expectations for warranty, maintenance reminders, or future visits.
- ✓ Ensure the client leaves informed, satisfied, and confident in the repair.



Workflow Complete The vehicle is delivered, the client is informed, and the repair order is complete.

Set Clear Technician and Service Advisor Roles

A high-performing shop works like a team: each position owns its lane, respects the other roles, and hands off the repair order with clarity.

Technicians

Own the technical truth

- ✓ Inspect, test, and document facts
- ✓ Complete approved work to standard
- ✓ Signal roadblocks early
- ✓ Protect the next handoff



Service Advisors

Own the client path

- ✓ Clarify concern and priorities
- ✓ Build and explain the estimate
- ✓ Manage approvals and promise times
- ✓ Coordinate next steps



Respect the Position. Trust the Handoff.

Defined roles are lanes, not walls. The team loses when the front and back divide; the repair order moves faster when everyone protects the next play.

Clear owner

Clear next action

Clear communication

Technology and Process That Unite the Team

When the right tools support a consistent process, the front and back of shop can work from the same game plan. Shared workflow tools help the team stay aligned around client satisfaction, efficiency, first-time fixes, clear communication, and trust.



Shared Visibility

Everyone can see the same repair-order status, priorities, and next step without chasing updates.



Digital Inspections

Photos, notes, and findings stay tied to the repair order so the team works from the same facts.



Real-Time Status

Live updates reduce delays, protect handoffs, and keep work moving without guesswork.



Clear Communication

The tool works best when every update follows the same process, expectations, and next action.



One Playbook. One Team. Shared Goals.

Technology only helps when the team uses it the same way. Clear process turns the tool into better service, better speed, and stronger trust.

Client satisfaction

Efficiency

First-time fixes

Communication

Trust

Improve Communication Without Interruptions

The best communication is not always louder communication. A clear process, visible repair-order flow, and non-verbal cues help the team see where each RO is in the game, who owns the next handoff, and what should happen next without constant interruptions.



Process Communication

A consistent workflow reduces the need to stop and ask what happens next because the process already gives the answer.



Non-Verbal Cues

Labels, placements, boards, and status markers act like silent signals that keep the team moving without breaking focus.



RO Flow & Placement

Where the repair order sits physically or digitally can quickly show what stage it is in and where it should go next.



Handoff Ownership

Tracking systems can show who owns the current stage so the next handoff is visible, timely, and accountable.



See the Play. Know the Owner. Keep It Moving.

When the workflow is visible, the team can read the situation faster, protect focus, and keep repair orders flowing with fewer interruptions.

Quick visualization

RO ownership

Process flow

Less interruption

Clear handoffs

BETTER TEMPO • BETTER SERVICE • STRONGER RESULTS

Faster Turnaround Creates a Better Client Experience

Faster turnaround is not just about moving cars quicker. When workflow is more efficient, clients spend less time waiting, communication improves, the team works more productively, and the business creates more capacity, trust, and profitability.



Client Satisfaction

Clearer communication, shorter downtime, and a smoother visit create a better overall client experience.



Efficiency

A repeatable process reduces bottlenecks, protects handoffs, and keeps the shop moving at a steadier pace.



Team Prosperity

When the day runs cleaner, the team can stay productive, less frustrated, and better positioned to win together.



Business Profitability

More efficient workflow supports higher throughput, stronger gross and net profits, and a healthier business.



Better Pace. Better Outcomes.

The win is not speed by itself. The win is using efficiency to create happier clients, a more prosperous team, and a more profitable shop.

Client satisfaction

Prosperous team

Efficiency

Trust

Higher profitability

Final Huddle: Key Takeaways

Shopflow works when the process, people, and tools all point in the same direction.

What to carry back to the shop

Four plays that protect the repair order from start to finish



Own each stage

clear owner + next action



Protect every handoff

respect the next role



Use tools as the scoreboard

status, priorities, accountability



Win through efficiency

happier clients, stronger team



Keep Learning

RSOT LMS • Shopflow

Use the RSOT LMS for more training on Shopflow, role ownership, communication standards, and building consistent repair-order habits.

Q&A

What stage of your workflow needs the clearest next play when you get back to the shop?

Handoff?

Owner?

Tool?

Next play?

REPAIR SHOP OF TOMORROW · MASTERMIND 2026

Thank You!

Corey Evaldi

corey@olmstedautocare.com

David Ikeler

davidikelar@yahoo.com

Download this PowerPoint & More
Ask Questions



Scan Here

