ChecklistGuro

Automotive Fixed Operations Performance Review Checklist

Service Department Performance

Evaluates key metrics related to service revenue, customer satisfaction, and efficiency.

Total Service Revenue

Enter a number...

Average Repair Order (ARO)

Enter a number...

Customer Satisfaction (CSAT) Score

Enter a number...

Overall Department Health

- [ ] Excellent
- [ ] Good
- [ ] Fair
- [ ] Needs Improvement

Shop Labor Utilization %

Enter a number...

Last Safety Inspection Date

Enter date...

Key Performance Observations

Write something...

Parts Department Performance

Assesses parts sales, inventory management, and supplier relationships.

Total Parts Sales Revenue

Enter a number...

Gross Profit Margin (%)

Enter a number...

Inventory Turnover Rate

Enter a number...

Percentage of Parts Returned

Enter a number...

Vendor Performance (Overall Rating)

- [ ] Excellent
- [ ] Good
- [ ] Fair
- [ ] Poor

Key Parts Categories Performing Well

- [ ] Brake Parts
- [ ] Filters
- [ ] Engine Components
- [ ] Accessories
- [ ] Detailing Supplies

Last Inventory Audit Date

Enter date...

Notes on Inventory Challenges

Write something...

Collision Center Performance

Analyzes collision repair processes, customer satisfaction, and profitability.

Number of Claims Processed

Enter a number...

Average Repair Cycle Time (Days)

Enter a number...

Customer Satisfaction Score (1-10)

Enter a number...

Primary Insurance Carrier Used

- [ ] State Farm
- [ ] GEICO
- [ ] Progressive
- [ ] Allstate
- [ ] Other

Repair Quality Issues Reported?

- [ ] Color Mismatch
- [ ] Panel Alignment
- [ ] Paint Defects
- [ ] Parts Quality
- [ ] None

Date of Last Safety Audit

Enter date...

Comments/Notes on Performance

Write something...

Labor Efficiency & Productivity

Reviews technician productivity, repair times, and labor utilization.

Average Labor Hours Per Repair Order

Enter a number...

Technician Labor Utilization (%)

Enter a number...

Average Repair Order Revenue

Enter a number...

Number of Repair Orders Completed Per Day (per technician)

Enter a number...

Primary Bottleneck in Repair Process

- [ ] Parts Availability
- [ ] Diagnostic Time
- [ ] Repair Time
- [ ] Customer Approval
- [ ] Other

Detailed Explanation of Factors Affecting Productivity

Write something...

Date of Last Productivity Training Session

Enter date...

Customer Satisfaction & Retention

Measures customer feedback, online reviews, and repeat business rates.

Overall Satisfaction Score (1-10)

Enter a number...

Was the service advisor helpful?

- [ ] Yes
- [ ] No
- [ ] Not Applicable

Was the waiting area clean and comfortable?

- [ ] Yes
- [ ] No
- [ ] N/A

What did we do well?

Write something...

How could we improve?

Write something...

Likelihood to Recommend (0-100)

Enter a number...

Were your questions answered thoroughly?

- [ ] Yes
- [ ] No
- [ ] Partially

Date of Service

Enter date...

Financial Performance & Profitability

Examines revenue, expenses, profit margins, and financial targets.

Total Fixed Operations Revenue

Enter a number...

Cost of Goods Sold (COGS)

Enter a number...

Gross Profit

Enter a number...

Operating Expenses

Enter a number...

Net Profit Before Taxes

Enter a number...

Net Profit After Taxes

Enter a number...

Profit Margin (%)

Enter a number...

Reporting Period End Date

Enter date...

Operational Efficiency & Process Improvement

Identifies areas for process optimization, waste reduction, and overall efficiency gains.

Average Repair Order (ARO) Cycle Time (Days)

Enter a number...

Parts Order Fill Rate (%)

Enter a number...

Workflow Automation Software Utilized?

- [ ] Yes
- [ ] No

Describe any recent process improvements implemented.

Write something...

Which areas have seen the biggest bottlenecks?

- [ ] Appointment Scheduling
- [ ] Parts Ordering
- [ ] Diagnostic Procedures
- [ ] Vehicle Delivery
- [ ] Billing & Payment

Date of last process mapping exercise

Enter date...

Specific actions to be taken to improve identified bottlenecks.

Write something...

Employee Performance & Training

Evaluates individual employee contributions, skill development, and training needs.

Sales Quota Attainment (%)

Enter a number...

Customer Satisfaction Score (CSAT)

Enter a number...

Average Repair Order (ARO)

Enter a number...

Performance Rating (Overall)

- [ ] Exceeds Expectations
- [ ] Meets Expectations
- [ ] Needs Improvement

Strengths Observed

Write something...

Areas for Development

Write something...

Training Needs Identified

- [ ] Sales Techniques
- [ ] Product Knowledge
- [ ] Customer Service
- [ ] Technical Skills
- [ ] Compliance Training

Last Training Completion Date

Enter date...

Equipment Maintenance & Calibration

Ensures that all diagnostic and repair equipment is properly maintained and calibrated.

Last Calibration Date

Enter date...

Calibration Readings (e.g., pressure, temperature)

Enter a number...

Calibration Procedure Followed

Write something...

Calibration Certificate/Report

Upload File

Equipment Status

- [ ] Operational
- [ ] Needs Repair
- [ ] Out of Service

Next Scheduled Calibration

Enter date...

Compliance & Safety

Verifies adherence to all relevant safety regulations and compliance standards.

Last Safety Audit Date

Enter date...

Number of Safety Incidents (Last 12 Months)

Enter a number...

SDS (Safety Data Sheet) Accessibility

- [ ] Readily Available
- [ ] Accessible with Delay
- [ ] Not Readily Accessible

Required Safety Training Completed (Technicians)

- [ ] Hazard Communication
- [ ] Lockout/Tagout
- [ ] Personal Protective Equipment (PPE)
- [ ] Ergonomics
- [ ] Confined Space Entry

Copy of Most Recent Safety Inspection Report

Upload File

Fire Extinguisher Inspection Status

- [ ] Up to Date
- [ ] Needs Inspection
- [ ] Out of Date