

# Example Workplace Report 1

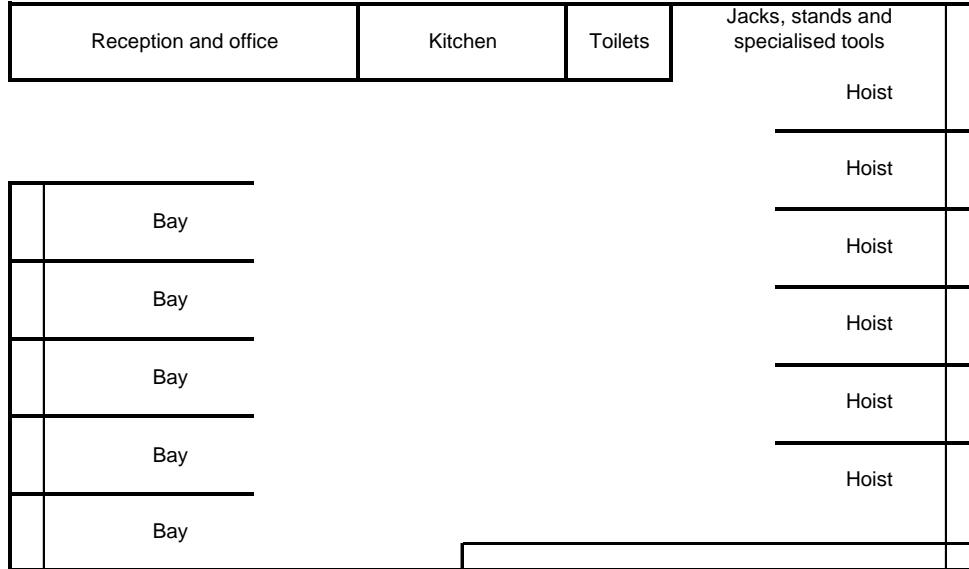
To complete this task you will need to write reports for situations in which you have applied automotive workplace efficiency and productivity concepts to workplace operations. You will need to complete **two** workplace reports. In the second report you will need to have access to job sheets and a repair times manual.

Give as much detail in your answers as you can. When you have completed both reports ask your verifier to complete the checklist at the end of the reports.

<b>Report Sheet 1</b>
<b>Workplace efficiency and productivity calculation</b>
Give a brief outline of the business in which you work. Include the name of the business, the type of work done, the total number of staff, the number of productive staff and the size of the business — small, medium or large. Also, if you can find out from your supervisor, state the approximate annual turnover of the business.
<i>ABC Motors Ltd is a medium sized business with 9 productive workshop staff. The business has new and used vehicle sales departments with the bulk of it's activity centred in the car and light commercial vehicle market.</i>
<i>The annual workshop turnover is approximately \$450.000. As the parts sales are generally directed through the Parts Department, the workshop turnover is predominantly:</i> <ul style="list-style-type: none"><li>○ <i>Labour sales</i></li><li>○ <i>Outwork sales</i></li><li>○ <i>Sundry charges for consumable products</i></li></ul>
Calculate the weekly productivity efficiency percentage for your workshop.
<i>Total outputs ÷ total inputs</i>  <i>Overall workshop performance for this period - 90.97%</i>
Calculate the number of chargeable hours for the workshop for a specific week. (Write down the date of the relevant week.)
<i>I have collated the workshop labour sales figures for the past week (1 May 06 to 6 May 06).</i>  <i>This calculation has taken into account sick and holiday leave over this period as well as all overtime worked by our 9 technicians.</i>  <i>Total hours that were available to be sold - 388 hours</i>
Find out the number of hours actually charged out for that week.
<i>Total hours invoiced to the customer - 353 hours</i>
Calculate the productivity efficiency for that week.
<i>Overall workshop performance for this period - 90.97%</i>

### Workshop layout and efficiency

Draw a plan of your workshop layout. Show the number of hoists and bays and the location of specialised equipment.



Suggest how the layout could be altered to increase productivity efficiency. If no improvement is possible, explain why it works so well.

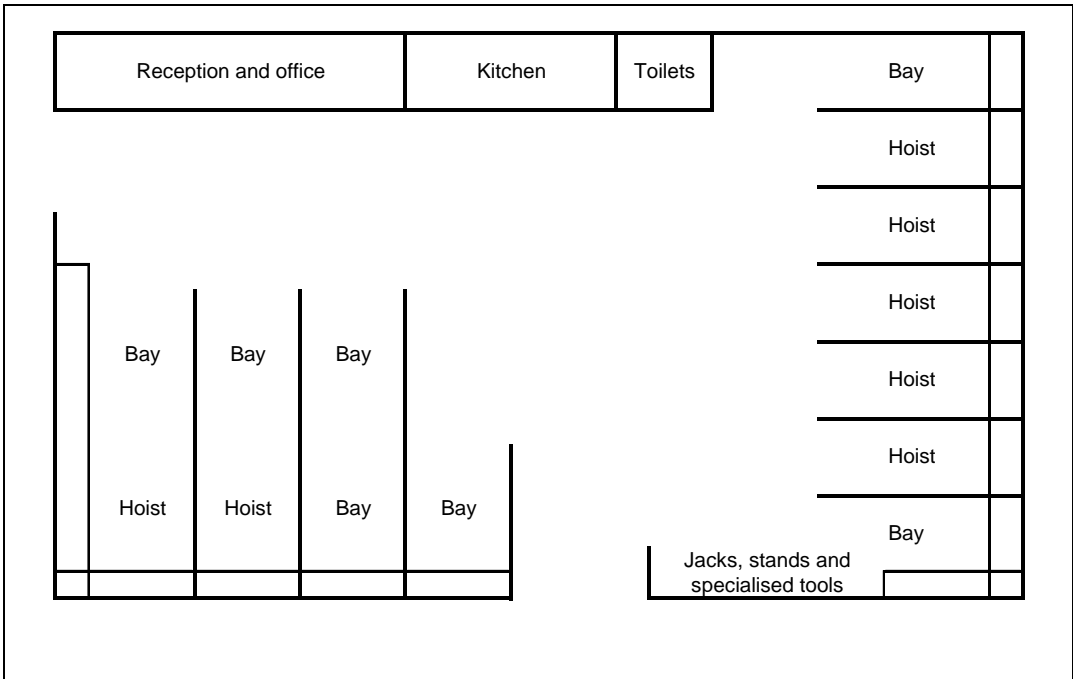
*Our main problems currently are:*

- o as soon as you park in the middle of the workshop you have blocked some else off*
- o there are not enough work bays*
- o customers block the entrance when they book their cars in so we have to wait to go out on road tests*
- o the jacks and specialised tools are a long way away from some work bays*

*Changing the direction of the work bays and having some set aside for longer jobs makes better use of the floor space and provides an extra three work bays.*

*By adding a second entrance/exit we would overcome the problem of getting blocked in. This will also take the pressure off our customers and reception staff to keep the entrance clear.*

*Moving the jacks and specialised tools to a more central area helps with efficiency.*



**Work allocation**

Describe how work is currently allocated in your workshop. Who is responsible for the loading and how are requests for work dealt with? Support this with a copy of a job allocation schedule.

*Our service manager takes most of the job bookings and writes these into a booking diary with a brief description of the work required. We usually keep taking bookings until there is no more room on the page then book jobs for another day.*

*As jobs arrive (most of them at 9:00 am) the service manager writes up the job card and puts it in the "Jobs to do" pile for the next free technician to start. If we cannot finish the job that day we try to either work overtime or finish it the next day.*

*If there are a lot of bookings the next day we sometimes have to turn customers away when they arrive.*

Suggest how the system of allocation could be changed to increase productivity efficiency.

- We could improve productive efficiency by:*
- o gaining a clearer idea of the time involved in each job when it is booked in would allow the service manager to take bookings based on the hours that are available to sell*
  - o book jobs in for a certain time of the day to ensure that there is work to start from 8:00am in the morning and that the service manager has a reasonable amount of time to spend with each customer*
  - o taking more details when the job is booked in the service manager could write up the job cards the night before and possible even order the required parts allowing the job to progress smoothly*
  - o allocating jobs to the technicians who are best at them, they would be completed more efficiently*
  - o having a better idea in advance of the work loading would allow the service manager to arrange overtime earlier in the day and call customers if we are getting overloaded*

*Etc.*