

Release Meeting SOP

Objective of the Release Meeting: To exchange information and develop a continuing plan for success! The release meeting should be held daily and in a timely manner. It should take no more than 15 minutes to conduct a release meeting. Meeting should be almost a "rapid fire" meeting with a lot getting done in a short time.

Participants of the Release Meeting: All Scott's Auto Service employees should be dressed in appropriate attire and present during the entire meeting. Attendance and timeliness is imperative. This is "the" only time when all members are together in one day at the same time. * All Team Coordinators and Team Leaders should be prepared prior to the attending the meeting. *

The meeting should be held according to the following schedule:

Monday – Friday : No later than 7:45am

Agenda:

1. Recap previous days event
2. Review Appt. Book Schedule
3. Review Promise Topics
 - a. Non-scheduled Appointments
 - b. Back-ordered Parts
 - c. Warranty or Come Back Repairs
 - d. Customer Request (i.e. touch up, etc.)
4. Customer Request or time constraints
5. Review Individual Collision Technician Lists
6. Review Paint List
7. Review Mechanical List
8. Review Target Delivery Date Report
9. Review Employee Calendar
10. Additional General Announcements
11. Question or Comments Session

**Always finish the meeting on an upbeat note, inserting plenty of enthusiasm, excitement and recognition if possible. **

Reminder:

Accurate planning and communication is critical. Seldom do things go exactly as planned, parts delay, supplemental repairs, quality issues, employees absent (i.e. sick leave, vacation, training, etc.). All of these things can lead to a reactive management style. With discipline, accountability and practice, we can develop a proactive management style that produces effective and positive results.

Paint List



PAIN T LIST

7/10/07 7:30am

Tuesday 07/10/07

Detail Walker Bmpr	Boxster S	2565	07/10
Detail Metzger	<i>C70</i>	2529	07/10
Detail He	C320	2549	07/10
Detail Lupo COD	SLK280	2568	07/10
Detail Porsch of Arlington Bmpr		2589	07/12
Paint Kaufman	Prius	2543	07/11
Paint Soni	S80	547	07/12
Paint Mark	E320	2571	07/12
Paint Larsen	525is	2387	07/16
Paint Snyder	Saturn	2545	07/17
Prime Narayan	Lotus	2563	07/11
Cut in Roberts	ML320	2536	07/18

Wednesday 07/11/07

Paint Narayan	Lotus	2563	07/11
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Collision Technician List

Donald's List - Microsoft Word

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BODYMEN LIST
05/17/07 @ 7:00am

In Progress

1- Rose	530i	2492	Heather/Donald	04/21	COD
2- Feng	Elantra	2463	Heather/Davin	04/23	Geico
3- Cumberland	Corvette	2340	Heather/Davin	05/30	S. Fam

Supplements

1- Belans	A4	2462	Heather/Davin	wait	Geico
1- Hawa	Range Rover	2482	Heather/Davin	wait	Geico
1- Tran	C230	2491	Heather/Davin	wait	Geico
2- Hohler	Mini	2470	Heather/Ryan	ITD	Allstate
3- Len	911	2473	Heather/Donald	NTD	Allstate

Refinish

2- Noel/Waterman	Jag X-Type	2388	Heather/Marty	05/21	Geico
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Page Sec 1 At Ln Col 8 REC TRK EXT OVR

start WWCC II TECH ... Donald's List - M...

8:38 AM


Mechanical List

MECHANICS LIST - Microsoft Word

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MECHANICS LIST
05/16/07 7:30am

Wednesday 5/16/07

Seyferth	911	2431	5/16
MNT & BAL, 4WA, L/F SUSP			
Bassam	911	2275	ASAP
Install clutch & components			

Page 1 Sec 1 1/1 At 2.4" Ln Col 9 REC TRK EXT OVR

start WWCC II TECH ... MECHANICS LIS...

8:39 AM

Target Delivery Report

Report Preview [HP Photosmart 8200 Series on USB001]

Zoom Pct 78 Page 1 of 2 Copies 1 Pages to Print All

Date Due Report Page: 1
 Waggoners Collision Center II
 5/17/07 9:41AM


Sheeting Date: 10/1/01
 Billing Date: 12/12/12

RO	Customer	Date Due	Date OP	Written By	Body Team	Insurance	YR Make	Model	Style	Color	ET License	Subtotal	
5/15/07													
0002439.00	DEANIDER	5/15/07	5/22/07	Heather	DONALD	CUSTOMER PJ	06	PORSCHE	P11 CARRERA 2	DOOR	CREAM	VA CIO	2,455.64
0002441.00	BARTILL	5/15/07	5/29/07	Heather	DONALD	NATIONWIDE	99	FORD	MUSTANG	ED CFE	BLACK	VA B035397	2,465.12
Subtotal 5/15/07 2 Repair Orders												4,920.76	
5/17/07													
0002442.00	LIEDBACH	5/17/07	5/29/07	Heather	DONALD	WESTFIELD B	09	BENTLEY	MEL SAIDE S	4 DOOR	RED	MD M09870Y	8,616.30
0002471.00	GOLDENBERG	5/17/07	5/29/07	Heather	DONALD	OIECO	01	HONDA	CIVIC	4 DOOR	PLUM	VA PK 0921	2,884.32
0002480.00	ROYCE	5/17/07	5/15/07	LINDSEY	DONALD	CUSTOMER PJ	01	BMW	325	2 DOOR	SILVER	CA RV7864	363.67
Subtotal 5/17/07 3 Repair Orders												11,864.77	
5/18/07													
0002480.00	BOUCHARD	5/18/07	5/15/07	Heather	DAVID N	U.S.A.A.	04	PORSCHE	CAYENNE 4304	DOOR	SILVER	MD 94M651	5,293.84
Subtotal 5/18/07 1 Repair Order												5,293.84	
5/18/07													
0002388.00	NOEL/WATZEMAN	5/21/07	3/28/07	Heather	DONALD	OIECO	03	JAGUAR	X TYPE	SEDAN	SPVY BLUE	D C BONES	8,905.51
0002492.00	ROSE	5/21/07	5/21/07	Heather	DONALD	CUSTOMER PJ	07	BMW	530i	4 DOOR	BLACK MET	D C T4454	976.60
Subtotal 5/21/07 2 Repair Orders												9,882.11	
5/22/07													
0002431.00	SKYPERTH	5/22/07	4/11/07	Heather	DAVID N	STATE FARM	01	PORSCHE	911	CABRIO	YELLOW	VA 8N889	12,657.36
0002484.00	CASTLE	5/22/07	5/22/07	Heather	DAVID N	STATE FARM	97	Porsche	Boxster	2 DOOR	SILVER	MD HCL 494	1,383.55
Subtotal 5/22/07 2 Repair Orders												14,040.91	
5/23/07													
0002465.00	FENO	5/23/07	5/22/07	Heather	DONALD	OIECO	05	HYUN	ELANTRA GL 4D	SED	BLUE	VA TD1773	2,690.57
0002486.00	HONES	5/23/07	5/23/07	Heather	DONALD	CUSTOMER PJ	06	JAGUAR	XJ6	4 DOOR	BLACK	D C CP0233	2,793.82
Subtotal 5/23/07 2 Repair Orders												5,484.39	
5/24/07													
0002482.00	HAWA	5/24/07	5/20/07	Heather		OIECO	06	SAABER OVER	SAABER ROVID4	DOOR	BLACK	VA B099160	2,467.23
0002491.00	TRANH/POUYEN	5/24/07	5/24/07	Heather		OIECO	04	BENZ	C300	4D SED	BLACK	VA R067282	1,802.09
Subtotal 5/24/07 2 Repair Orders												4,269.32	
5/25/07													
0002273.00	BASSAM	5/25/07	2/27/07	Heather		CUSTOMER PJ	08	PORSCHE	911	2 DOOR	WHITE	VA B53	4,837.21

start Complete Shop f... 9:41 AM

It is important that the Detail Department is given a list of the vehicles that are expected to be delivered that day as well prioritized for them to ensure successful completion and delivery.

Employee Calendar

June 2007						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Replace A/C Front Of fice Filters Clean Mixing Rooms	2
3	4 Clean Air Intake Fiter Clean NOVA Verta Water Trough Water Drain	5 House Keeping Tour WWCC II	6 Parts Dept. Audit by Jesse Anderson	7	8 Fire Exting./ CO Monitor Inspection	9
10	11 Clean Air Intake Fiter Clean NOVA Verta Water Trough Water Drain	12	13 Jun air Cleaning	14	15 Employee Meeting 8am-4pm (Be Prompt Please) →	16
17 Happy Father's Day 	18 Clean Air Intake Fiter Clean NOVA Verta Water Trough Water Drain	19 House Keeping Tour WWCC I	20 Spraybake Cleaning	21	22	23
24	25 Clean Air Intake Fiter Clean NOVA Verta Water Trough Water Drain	26	27	28	29	30