

THOUGHT LEADERSHIP SERIES

**KARMAK**™



# 6 Easy Tips to Improve Profitability

By Karmak, Inc.

### 1. Track deferred repairs

Deferred repairs keep track of customers' service needs, allowing the opportunity for further sales, risk reduction and keeping open communication with customers.

**TIP:** When a customer declines a needed repair, record it so you can follow up when the customer brings that unit back into your shop.

### 2. Integrate with powerful reporting

Real-time dashboard monitoring of open repair orders show the progress of each job to proactively warn management of non-billable labor in the shop.

**TIP:** Compare the estimated repair time with the actual time to know the job is on track.

### 3. Monitor efficiencies, deficiencies, and training needs

By monitoring the efficiencies and deficiencies in your shop, technicians can be used to their best abilities, and you can determine where training is needed. This will make your technician team more efficient.

**TIP:** Identify training needs by analyzing technicians or job types with repetitive labor overages.

### 4. Classify inventory

Dividing inventory based on movement allows for improved inventory management and the implementation of velocity pricing for improved profits.

**TIP:** Identify how often a part sells and attack obsolete items to improve your inventory asset utilization.

### 5. Integrate alert functionality

Communication with customers is key, and integrated alerts help keep that communication flowing properly.

**TIP:** Notify users when a specified event occurs to save time and improve customer communication.

### 6. Expedite ticket closing

Immediate alerts notify management to specific repair order conditions, such as when hours worked are greater than hours billed, to improve profitability.

**TIP:** Identify when the repair order is complete to invoice it immediately.

## About Karmak

Karmak, Inc. is a leading provider of business management solutions for the commercial transportation industry. With more than 35 years of heavy-duty experience, we offer a unique approach combining innovative technology, strategic advice and best practices. Our success programs produce measurable results by improving ROI, mitigating risks and achieving operational excellence.

Serving more than 1,500 locations across North America, Karmak is an employee-owned company with headquarters in Carlinville, Illinois.