

3 Where the hours go

Tick the ones that apply, and put a rough size on each where you can. The point is to know which ones are worth the money, not to bill every minute.

LEAK	APPLIES	ROUGH HOURS OR \$ A MONTH	KEEP, PRICE OR FIX?
Diagnosis time that never makes it onto the invoice	☐		
Comebacks redone at no charge	☐		
Technicians waiting on parts, approvals or a unit to be moved	☐		
Setup and pre-delivery work on new units at a reduced internal rate, or none	☐		
Warranty paid at the manufacturer's allowance rather than the time it took	☐		
Flat-rate jobs that take longer than the rate assumes	☐		
Discounts and write-downs at the counter after the work is done	☐		
Shop time: cleanup, training, running errands	☐		

4 Track it monthly

Three numbers, one line each. Do a busy month and a slow one if you can.

[illegible]

Busy and profitable aren't the same measurement.

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