

A BETTER QUESTION
Not “how many are open?” but “which are moving normally, and which need somebody to step in?”

AGE NEEDS A REASON
A ten-day job waiting on a known backorder is under control. A four-day job nobody called about is not.

USE YOUR OWN STAGES
Every shop runs differently. Rename the stages below to match the way yours works.

Stage: D = diagnosis, A = authorization, P = parts, B = bench, R = ready for pickup.

[illegible]

2 Where jobs stall, stage by stage

Count today's stalls at each stage. The highest count is where to step in first.

STAGE	WHAT A STALL LOOKS LIKE	COUNT	WHO STEPS IN
Diagnosis	Waiting for a technician to look at it at all		
Authorization	Diagnosed, and nobody has called the customer		
Parts	Waiting on a part, sometimes one that was never ordered		
Bench	Parts arrived, job has not gone back to a technician		
Delivery	Finished, and nobody owns the call		
Too much open	More jobs written than the shop can move		

Four of the five stage stalls happen inside the shop, not with the customer or the supplier. Those are the ones a huddle can fix the same day.

3 Before a job reaches the bench

ITEM	DONE
Customer approval in hand, with a limit for anything found later	☐
Parts identified and ordered, with an expected date	☐
Complaint, unit history and serial number on the work order	☐
Priority set and understood by the technician	☐

4 Status is also a customer conversation

"Your repair is diagnosed and we are waiting on the part. It is expected Wednesday, and we will call you when it arrives."

ITEM	DONE
Every job waiting on parts: customer told the expected date	☐
Every finished job: customer called the same day	☐
Every diagnosis: customer called for approval within ____ hours	☐

5 This week's pattern

STAGE WHERE MOST JOBS WAITED	HOW MANY	WHAT WE WILL CHANGE

A work-order list tells you what is open. A production mindset tells you whether the work is actually moving.

WANT A SECOND SET OF EYES?

Start a conversation at profitedgesystems.com about service throughput and shop control.