



Fall Profitability Seminar – “Reducing Maintenance Related Downtime”

Agenda

Wednesday, September 5, 2018
Renaissance Chicago O’Hare Suites Hotel - Chicago, IL

Meeting Facilitators: Derek Messulam & Jeff Sweet, Decisiv, Inc.
Chris Henry, TCA Profitability Program
Jack Porter, TCA Profitability Program

Meeting Room Opens at 7:30am with Breakfast

- **Call to Order at 8AM (Jack Porter)**
 - Opening Comments
 - Anti-Trust Review
 - Roundtable Introductions:
 - Name, Role
 - Business Attributes: Location, Maintenance Locations, # of Trucks, Operating Mode
 - What are your Expectations from this Meeting?
- **“Hot Topics”** - Opportunity to go around the room and have attendees discuss what they are seeing in their respective markets:
 - Biggest Challenges in Maintenance (except finding Qualified Technicians!)
 - Complicated Trucks and the needs for Training?
 - On Road Repair Lead Times, Communication, and Tracking?
 - Up to Date Repair Process Information? Where do you get it?
- **TPP Maintenance Survey Results Review:**
 - Business Metric Review
 - Compensation Review and Comparison
 - Key Metric Review
 - Turnover Results
 - Compensation Trends
- **Break at 10:00AM**

- **Internal Shop Maintenance Through Put & Tracking:**
 - Scheduling, Tracking, and Performance Metric Reporting
 - Write-Up Process Best Practices & Open Discussion
 - Attaining Complaint Information from Driver or Truck?
 - Repair Order Process Best Practices
 - Tracking and KPI review
 - Shop Structure for Foremen & Tech Efficiency
 - Closing & Warranty Submission Process
 - **Open Discussion with Q&A from the Members**

- **Parts Handling Process**
 - Back Counter Best Practices
 - Parts expedited to the Shop Floor – Best Practices
 - Inventory Control Review & Best Practices
 - Vendor interaction and leverage for Parts Coverage
 - Tire Repairs & Inventory Control
 - **Open Discussion with Q&A from the Members**

- **Lunch at Noon**

- **Over-the-Road Repair Processes & Best Practices**
 - Suggested Best Practice & Metrics
 - How do you get Maximum Coverage for the Driver 24/7?
 - The use of OE Call Centers for Support
 - Outsourcing the OTR Repair
 - **Open Discussion with Q&A from the Members**

- **Decisiv**
 - Assessing downtime: internal vs external service
 - How to quantify: simple math
 - Tracking/Measuring
 - Benefits of an integrated tracking and reporting platform
 - SRM demonstration
 - **Open Discussion with Q&A from the Members**

- **Break @ 3:00 PM**

- **Technicians: Recruiting, Training, Retaining:**
 - Where do you Recruit today?
 - How do you ascertain Techs Knowledge?
 - Live Training vs. Online, or a Mixture?
 - Onsite Vendor Training Best Practices?
 - How do you Grow your Techs?
 - Review Process for current Technician colony?
 - **Open Discussion with Q&A from the Members**

- **How TCA Can Enhance Your Ability to Retain a Better Workforce (John Lyboldt)**
 - The new Truckload Academy
 - Advocacy efforts to help widen the net for recruiting
- **Open Question & Answer Session**
- **ADJOURN @ 4PM**