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“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Logistics Workshop Management

1.0 Introduction

2.0 Types of operations

2.1 Manufacturers internal repair centres

2.2 Service companies offering repair services

2.3 Third party depot repair companies

3.0 Role of a workshop repair operation

3.1 Receiving and logging faulty units for repair

3.2 Providing quotations for repair as required

4.0 Provision of emergency replacement parts

5.0 Engineering change orders (ECOs)

6.0 The repair environment

7.0 Control system overview

8.0 Workshop repair as a business

8.1 Key financial figures

8.2 Key performance indicators (KPIs)

9.0 Improving efficiency

10.0 Just in time (JIT) practices

11.0 Electrostatic discharge (ESD) protection

11.1 ESD controlled workstations

11.2 Specifying an ESD controlled environment

11.3 ESD work practices

12.0 Summary

Purpose:

To develop an understanding of workshop management, and the significance of this function to the overall performance of a service operation.

Objectives:

As an outcome of completing this topic you will be able to:

- a. To identify the processes involved in workshop repair.
- b. Explain the options available for workshop repair.
- c. Describe the quality measures required in the repair process.
- d. Explain the significance of 'Electrostatic Discharge' (ESD) in particular types of repair operations.

Introduction

Workshop repair forms an integral part of a service operation influencing key areas of service performance and in particular business outcomes.

Often in the drive for customer satisfaction, improved quality, and greater efficiency, workshop repair activities are not given the priority that they should, as this is an area which impacts in many different ways on the day to day operations of a service business. For example if the workshop repair operation lacks the necessary discipline for maintaining high quality repairs then this will be apparent in the fault incidence levels experienced in the field. Excessive throughput times will increase inventory levels and add to the costs of overheads and indifferent responses to requests for emergency parts can reflect in diminished customer satisfaction.

Overall it is important to recognise the significant role and responsibilities that rest with workshop management. Depending on how these operations are structured and the corresponding management controls that exist, the need for high-level co-operation and sound communication cannot be overestimated. Many difficulties can be experienced simply as a result of the isolation that is often created between the workshop repair environment and field operations. Generally it is a lack of awareness and appreciation of the respective environments that creates barriers to achieving the optimum solution to the issues that must be addressed.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."