



CAPRICORN
...it's just easier!™

Other resources in step 8d:

- No other resources

Knowing the past will help understand the present

It is no coincidence that the word 'diagnostics' has replaced the more simplistic 'repair' or 'fix' or 'we'll look at it' in most automotive workshops.

It's because a repair or a fix is now more often than not impossible without the technician engaging in diagnostics.

Diagnosis, by dictionary definition, is the process of determining by examination of the patient, the nature and identity of a diseased condition.

Most dictionaries haven't yet caught up with the fact that diagnosis is no longer the exclusive property of the medical profession.

The reason is that vehicles have become almost as complicated as the human body.

Whenever you visit your local general practitioner, the first thing looked at will be your previous history.

They do this because your past may hold the key to your future. They know that spending a couple of minutes checking your file is time well spent. Ultimately it will save the surgery time, improve their service and could well save your life.

The modern vehicle, not unlike the human body, is now controlled by a brain, only it's called the ECU. The body's nervous system has been replicated in the vehicle's wiring circuits. Just as the human body has vital organs, so too does the vehicle, and each of those vital organs are monitored with sensors which send signals to the brain, just as a pain might activate an alarm to see your doctor.

In most auto workshops which operate with procedures and systems, a history of every vehicle is stored, if not on job cards, then on some kind of computer program.

The connection between humans and cars may sound obvious, but it is surprising to find that TaT research shows that far too many workshops place little value in their customers' car history.

Many workshops have records of the cars they have worked on and the components replaced, but for a variety of reasons, don't bother looking through them when the car is presented for repair or service.

Following a vehicle's history can be profitable for the workshop, not to mention essential to maintaining a safe vehicle for the customer.

A car comes in for a service. Its history reveals that at the last service, the brakes had a limited life span. The workshop is immediately on the front foot and potentially they have an extra sale before the customer has left the building.

This may have been picked up during the service anyway, but being proactive means that you don't have to waste time tracking down the customer later to give them the news, and productivity in the workshop is not compromised.

This review of the vehicle's history needs to happen before a booked-in vehicle arrives at the workshop. When the customer arrives, the workshop's knowledge of the vehicle not only shows they care, but will stand in good stead if you later have to seek approval for repairs or parts.

It's all about building confidence in the customer that you and your technicians are on top of things, and that you are well focused on their vehicle and its welfare.

With today's modern point-of-sale software, customer history can be reviewed at the click of a button and the information can be shared with the technicians in the workshop at the same time.

The place to start is www.tatbiz.net.au/capricorn.

Just go for it!