9steps
to a better workshop

step 7 – Managing and building your team

*- how to better manage your team
so you attract and retain better quality staff*

step 7k Responsibility schedule

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Training for better business

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Additional resources:
o **Responsibility schedule template**
o **Video tutorial**

Responsibility schedule

There is much more to a well-functioning workshop team than just output.

While output is critical, it is the management of the many routine tasks that are typically shared around the staff that really keep a workshop ticking like a trusty timepiece.

Routine tasks could be these or a multitude of others, depending on the size and specialities of the workshop.

- o Turning up to work on time
- o Correctly filling in job cards
- o Correctly completing the booking diary
- o Putting tools away
- o Recording stock used
- o Taking out the rubbish

These are simple chores that most people just expect to be done – but by whom?

Workshop routines – and indeed productivity – can break down simply because somebody cut corners on their allotted tasks.

Delegation and creating leverage are the keys to the growth and development of any workshop. But if staff don't do what they are supposed to do, delegation and leverage don't happen, and that translates to the business not reaching its full potential.

There's a tool that can brought into play to ensure that staff are accountable to complete their key duties and tasks – it's called a responsibility schedule.

This is simply a document that lists who is responsible for what.

Some of this detail may be included in job descriptions as well, and while that is a good idea, job descriptions don't get looked at very often.

The responsibility schedule becomes a chart that is displayed in the workshop for all to see, and everyone can see all the responsibilities listed on one page. It should list everything down to the tiniest detail.

Key things to note when putting to together your responsibility schedule:

- Team members can be listed in more than one column. For example, business owner will always do the general manager duties and then most likely another role like a technician or service advisor.
- Each team members needs a separate column. Technicians will have similar roles but each will have individual responsibilities.
- Review with your team before finalising. You need to agree on what everyone is going to be responsible for.
- Print it out so everyone can see. This way it can be use it to remind and prompt your staff.
- Update as required when new responsibilities get assigned to staff members.

Displaying the responsibility schedule won't create a perfect system or even perfect staff overnight.

The schedule must be promoted and used as a reminder to all.

There is one more critical component to finish off this business strategy – an incentive or a consequence.

Rewarding good behaviour is far more preferable than punishing for non-compliance to the responsibility schedule. Rewards may be monetary or in kind.

The best idea is to link successful completion of responsibility schedule tasks to an incentive or reward scheme.

As hard as you try unfortunately some staff will fail to do what they are required. If this is happening you will have to make a decision on what is acceptable and what is not.

Having a different set of standards for one employee will only undermine your authority and erode team morale.

If you have staff who fail to complete their key duties and tasks then clearly they are not doing their job properly and you may need to issue them with a written warning outlining how they underperforming. More information on this can be found at www.fairwork.gov.au

So if you have staff who fail to take responsibility for the key duties and tasks check out our responsibility schedule. It's a great tool to help clearly outline everyone's responsibilities.

The place to start is [www.tatbiz.net.au/capricorn.](http://www.tatbiz.net.au/capricorn)

Just go for it!