



Knowledge Article

Improve Shop Efficiency Through Knowledge and Experience

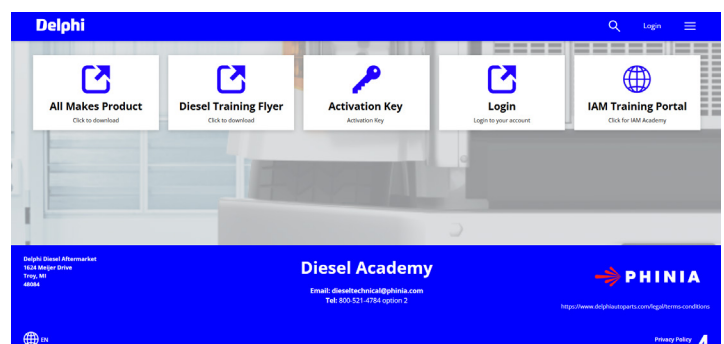
Sometimes, we find ourselves in situations where we are so caught up in the day-to-day that we forget to step back and look at the bigger picture. Doing the same things every day can lead us to running on autopilot, stuck in a routine of stagnation.

It's important each day, or as often as possible, to set aside a few minutes to reflect and self-evaluate. What did we contribute to in terms of personal and interpersonal growth, as well as the success of the business? For many workshops, this translates directly to improving efficiencies with many benefits, such as:

- Improved customer experiences
- Increased shop profitability
- Improved workshop safety
- Boost employee morale

For example, following proper procedures can help avoid costly comebacks and reduce potential warranty returns. Another example is streamlining an outdated process, which can not only improve customer experiences by shortening wait times, but also boost employee moral through added efficiency.

It can be difficult to fit in personal and professional development into our schedules, but utilizing a Learning Management System (LMS) is an excellent way to target areas of growth and develop new knowledge and skills. Ongoing training is a must for any technician. An ever-growing number of parts entering the aftermarket are electronic, and with the growth of active safety systems and sophisticated powertrain technologies, this will only grow in the coming years.

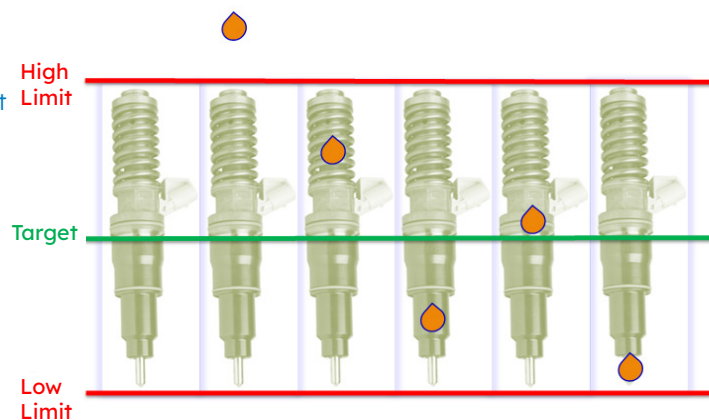


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The Delphi Academy has several courses catering to improving efficiencies through shop management to expanding your knowledge through All Makes Injector training for Cat® 3406E, C13 and C15. Our half theory, half practical training courses cover the very latest vehicle technologies including Hybrid (HVI), GDI (GD1), and Exhaust After-Treatment (EAT). These courses can help develop the skills and know-how to improve the first-time fix rate, garage productivity, and ultimately, earnings.

Importance of Trim Codes — Degraded Performance

- If the trim code entered into the ECM for a particular engine does not match the corresponding installed injector, the fuel delivery for the injector will not be correct. This can result in any of the following:
 - Rough idle
 - Low power
 - High power
 - White smoke
 - Emission standards not met
 - Engine damage



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At the end of the day, improving workshop efficiencies benefits customers, installers, sales staff, technicians, and the company's bottom line.

Let's make it happen together — visit delphiautoparts.com for more details.



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