

**Summer Profitability Seminar:
“Maintenance Workflow and Best Practices”**

Agenda

Thursday, June 27, 2019

Meeting Facilitators: Adam Becker, Cetaris
Pete Wallen, Cetaris
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
 - Main Strengths of your Maintenance Operation?
 - Main Weakness of your Maintenance Operation?
- **TPP Maintenance Metrics Review:**
 - Key Metric Review from InGauge
 - Measure Trends and Comparisons
 - Weekly Operating Control Report
 - Maintenance Management Best Practices
- **Break at 10:00AM**
- **Scheduling for the Shop**
 - Routing Trucks through the Shop
 - Do Yard Checks Help?
 - Service Write Up
 - **Open Discussion with Q&A from the Members**
- **Repair Order Process on the Floor**
 - Electronic Repair Order Process
 - Service Coordinator Job?
 - Standard Repairs & Inspections
 - **Open Discussion with Q&A from the Members**
- **Shop Labor Analysis**
 - Use of Standard Repair Times on the Floor (SRT)



- Hour Review and Tracking Methods
- Business Metrics to be reported from the Shop Floor
- **Open Discussion with Q&A from the Members**

- **Lunch at Noon**

- **Cetaris**
 - Company Overview
 - Industry Challenges addressed
 - Platform demonstration
 - **Open Discussion with Q&A from the Members**

- **Parts Management**
 - Inventory Management and Controls
 - Purchasing Processes
 - Parts Metrics to Track and Follow
 - **Open Discussion with Q&A from the Members**

- **Break @ 3:00 PM**

- **Repair Order Closing & Quality Control**
 - Quality Control Techniques
 - Warranty Review and Closing
 - Driver Satisfaction Tracking
 - **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

- **Town Hall Closing Session: Open Question & Answers**

- **ADJOURN @ 4PM**

