



## The Changing Workshop Scene

With increasing competition for fixed priced servicing, there is a need for change within workshop service centres. Much work is routine service and warranty work. Dealers need to continue to look for ways to add value for customers and increase the centres' return on investments.

### UNIPAC Express Service Equipment

for automotive workshops can add value to service centres.

UNIPAC express service trolley is an essential piece of equipment in the service centre express service process. The express service system can dramatically increase your workshop's throughput, maximizing profit, customer satisfaction and above all customer retention.

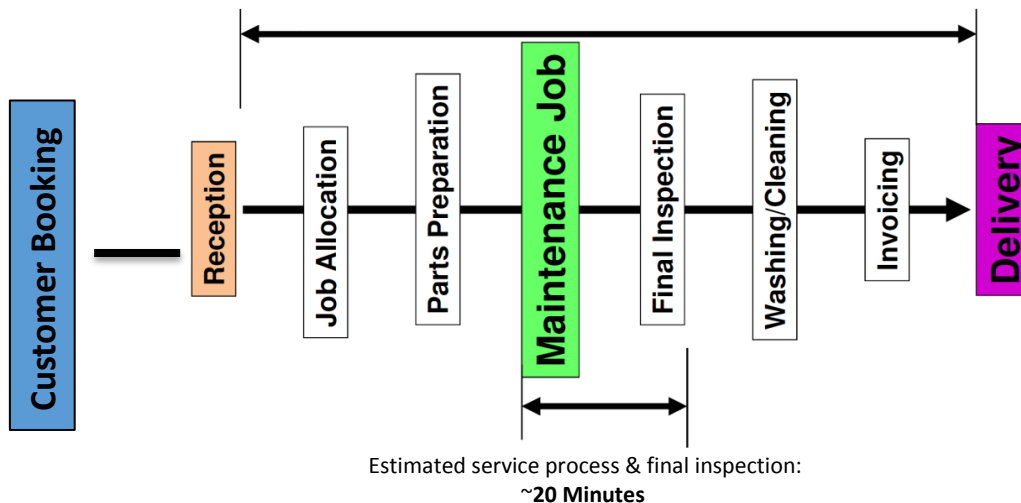
The OH&S benefits for technicians and a safer workplace were key considerations in the innovative design of the UNIPAC Express service trolley.

UNIPAC has focused on the increasing need for greater workshop efficiency and customer retention. UNIPAC work with service centres to customise the express service process for the needs of each operation. It must be stressed that the success and benefits received from using the UNIPAC express service trolley are only achieved when combined with the total process from booking to delivery of the serviced car!



## THE PROCESS

Estimated total time from drop-off to delivery:  
~80 Minutes



## INCREASED PROFITABILITY AND INCREASED CUSTOMER RETENTION

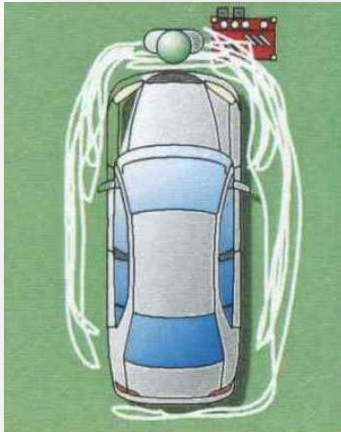
This opens up so much potential for the service centre to increase the throughput of cars on a daily basis. Other benefits include, getting a greater return on investment on fixed assets, where space is a premium. Increase in throughput leads to increase in profits for the service centre and the longer term benefit of increased customer satisfaction and retention.

The UNIPAC express service process, of which the trolley is a vital part, features innovation, efficiency, profitability and above all increased revenue from dealership fixed assets. A quicker vehicle service means greater customer convenience with the aim to increase customer retention for the service life of the car.

Movement around the vehicle during a typical service is demonstrated below

**Conventional service**

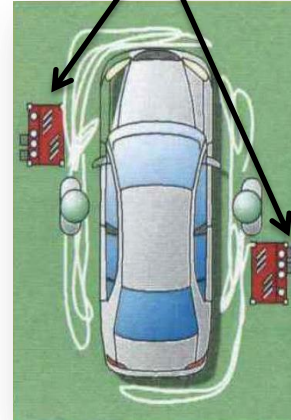
Stationary tool cabinet



- Number of Technicians: 1
- Inefficient movement of technician.
- No particular order in completion of service tasks.
- Greater chance of making error during service duties.

**Express service**

2 x Express service trolleys that are mobile and move with the technicians



- Number of Technicians: 2
- Efficient movement of technicians. (No cross flow of whilst conducting service duties)
- Systematic means of completing service tasks.
- Minimal chance of causing error due to standardized service protocol.

Using the UNIPAC express service equipment in conjunction with express or quick service processes for a single bay operation aims to convert an...

80 minute service 30 minute service

*Increasing daily throughput from*

5 cars per day per bay 13 cars a day per bay

(all examples are approx. based on various examples across the market and on the basis that the technician can increase their productivity by 130%)

