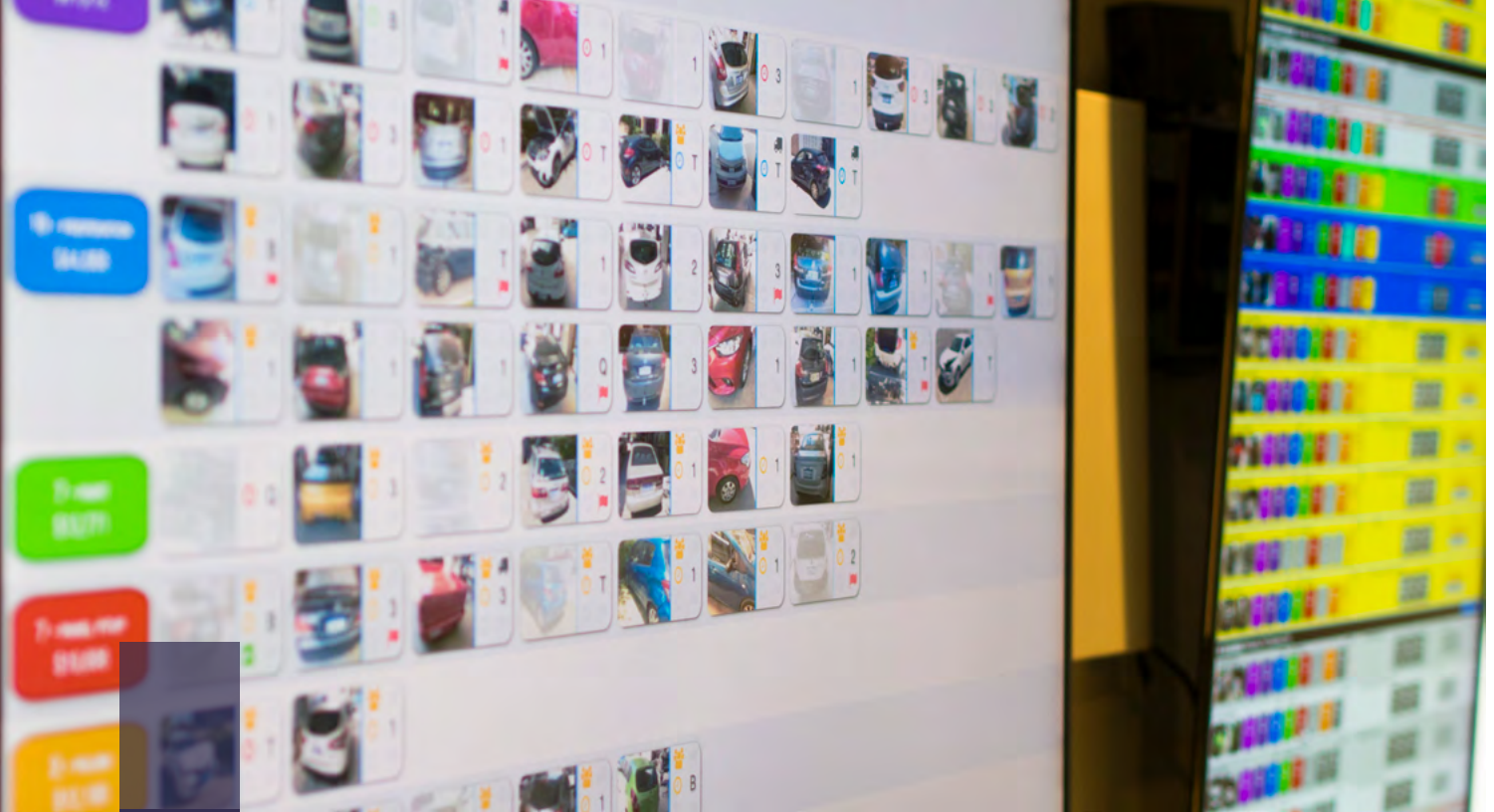# 1Q1 | PRODUCT BROCHURE

# WHY 1Q1?

1Q1 is the most advanced yet user friendly Body shop Flow Management system on the market today, supporting a true team based production process and providing an interface between the administration, production and customer.

1Q1 provides you as a Body shop owner the ability to gain transparency in your business and manage the flow of the shop based on the day to day challenges that arise.

The unique interface of the 1Q1 system means all members of your team are kept informed of updates and changes related to the repair process, giving real time measurable data and information on the status and progress of each job.

The most user friendly customer management system, gives your customer facing staff the information they need when they need it, providing your customers with the best customer experience possible.

1Q1 helps minimise the occurrence of supplementaries being missed or not charged, or additional parts not being ordered due of communication break downs.

1Q1 is a highly visual based operating system that brings structure and quick identification through the use of actual images of vehicles being worked on and uniform use of colour coded prompts throughout the whole flow process, allowing all team members to quickly identify all aspects of the process and easily action tasks.

# ASSESSMENTS

## MAKE SURE YOUR STAFF ARE GETTING THE RIGHT AMOUNT OF ESTIMATES BOOKED IN TO FEED YOUR SHOP.

This is the first step in the process and is so important. With 1Q1 you can see how long a claim has been in the list waiting to be booked in for an assessment and how many times your staff have attempted to contact the client. You can also see what clients didn't show up for their appointment, which need to be followed up and rebooked.

The aim of the game is to get the correct number of assessments in per week to feed your shop. If you fix 30 vehicles per week you need to estimate 30 jobs per week. The 1Q1 assessments screen gives you the ability to see how many assessments your shop did each week, and what work providers they were for.

Using this screen to book in assessments at an even and desirable rate will ease the stress on your estimators and give your shop a professional organised appearance.

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# BOOKINGS

GET YOUR STAFF TO MANAGE YOUR BOOKINGS FOR YOU. THE RIGHT AMOUNT OF WORK ON SITE IS MONEY IN YOUR POCKET.

The 1Q1 bookings page is so simple to use. Just drag and drop the job onto the desired day and time. This simple calendar gives you and your staff visibility on key data to help make the best decision on when to book a job in. Unlike many other booking methods, you can use 1Q1 to book in vehicles before you have finished the estimate, and to prioritise what estimate to complete next.

Whether you like to use number of vehicles, panel labour, paint labour, parts or total dollars, you can see what is booked in each day or each week, and where there is room to book another job in.

With 1Q1 you can get your staff to think and act like you and get your bookings in, WIP and bookings out where you need them to be, each day and each week. This will create lower cycle times, happy customers, happy insurers, less stress for you, the right amount of work on-site and higher production.

TOWED IN/NON DRIVABLE

Jobs that have been flagged as towed-in/non-driveable jobs will appear hear UNTIL this record is given a date out or the record is not marked as a towed-in/non-drivable. **PLEASE NOTE** that each vehicle **MUST** be booked in to ensure that it appears in the arrivals page.

# NON-DRIVES

## VISIBILITY ON YOUR NON-DRIVES FROM YOUR DESK OR HOME.

Non-drives or tow jobs risk sitting idle for weeks especially if a shop is busy. 1Q1 has a dedicated status screen which provides you with the information and operations necessary to keep on top of the status of all non-drivable vehicles on site and send out SMS updates to the customer of the progress of their vehicle.

Once the job is authorised, the vehicle can be booked in for repair and it re-enters the flow. This screen gives visibility on all these jobs that are on-site from the comfort of your office chair. This screen is like a parking lot for parking and managing jobs that need to be dealt with in a different way to the standard drivable job.

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# PARTS

## ORDER, RECEIVE AND CHECK PARTS IN A SYSTEMATIC MANNER.

1Q1 has a dedicated screen to see the parts status on all vehicles arriving for repair on a given day. The screen gives the tools to order parts in a systematic manner. This ensures all parts arrive before the booking date, and that all parts are checked (for damage and correctness) prior to commencing repairs.

Damaged, incorrect and delayed parts limit flow and cause massive losses in production. If you can get your parts department humming, it's money in the bank! If all jobs' statuses are green then you know all the parts for the day are good to go and your shop is in the best position to maximise production, cash flow and profits.

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# ARRIVALS

## MAKE SURE EVERY VEHICLE THAT ARRIVES IS SET UP FOR A WIN.

In a busy shop it can get difficult to smoothly manage the arrival of vehicles and set them up to begin the repair. You can easily lose track of which vehicles have actually turned up and are on site ready to go.

1Q1 has a status screen to help track the arrival and check-in status of all vehicles arriving on a given day. You can see the promised completion date, the hire car status and the insurer. You can use this screen to confirm details with the customer when they drop off their vehicle and make a note of any expectations the customer has. You can make sure your staff are checking the parts, setting up the quality checks and that every vehicle has arrived that was booked in for the day.

The simple layout of this screen allows you to see at a glance, which jobs need attention to ensure that all vehicles are ready to proceed without interruption.

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# QUALITY OF REPAIR

ENFORCE QUALITY OF REPAIR AND PROCESSES IN YOUR WORK-SHOP, AND HOLD YOUR STAFF ACCOUNTABLE.

1Q1 provides the means for the production manager or owner to load in preset quality lists at the point of check in. Simply tap on the area of the car that is damaged and the stages of repair that need to be completed and the preset quality checks and processes are automatically allocated to the appropriate stages.

These quality lists and processes are then presented to all technicians on their mobile devices when they claim the job at each repair stage. The technicians mark the quality checks

and processes as complete as they repair the car, thus ensuring that a high quality of repair is achieved and that systematic processes are adhered to first time every time.

Whether it is getting your staff to take photos, or getting your staff to check the lights, 1Q1 lets you set a standard, communicate it to your staff and hold them accountable. Regain control of your workshop and get your staff working the way you want with 1Q1.

# WATERFALL

## AUTOMATICALLY PRIORITISE WORK AND SHOWS ALL WORK THAT IS AVAILABLE.

The waterfall display communicates to the entire body shop the status and the priority of all jobs currently in process. This status screen live-updates on TVs on the shop floor and on the mobile devices of all technicians.

- It prioritises work from left to right. (Based on out date)
- It highlights information about the job using icons. (Size and type of job)
- It shows the overall load in the business. (Vehicles and values)
- It shows the load in each department. (Bottlenecks)
- It shows which jobs are currently being worked on.

The waterfall gives the entire shop the means to process jobs in the correct order to ensure that work is completed on schedule automatically. Why waste your time planning and replanning what job to do next when a computer can do it for you? Stop running around printing out paper and scribbling on whiteboards. Get all your staff viewing and updating the 1Q1 waterfall remotely from their devices.

From this amazingly simple screen you will get so many spin offs - production staff performance, photos, time recordings, automated customer updates, quality and process enforcement at each stage. The waterfall will re-energise your shop and make it easy to maintain the high and professional levels of service we all strive for.

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# DEPARTURES

## ONCE YOU START USING THIS TOOL YOU'LL WONDER HOW YOU OPERATED WITHOUT IT.

The departures screen is used by production managers to view everything that is completed, as well as everything yet to be done for the jobs going out for the day and week.

The production manager can drag and drop jobs to change their priority to ensure that the jobs going out on the same day are completed in the correct order. It can also be used to set and communicate pick up times to all staff even before the vehicle is finished.

The departures screen communicates the status of all jobs to your staff to help them meet your production targets and deliver on your cycle time promises.

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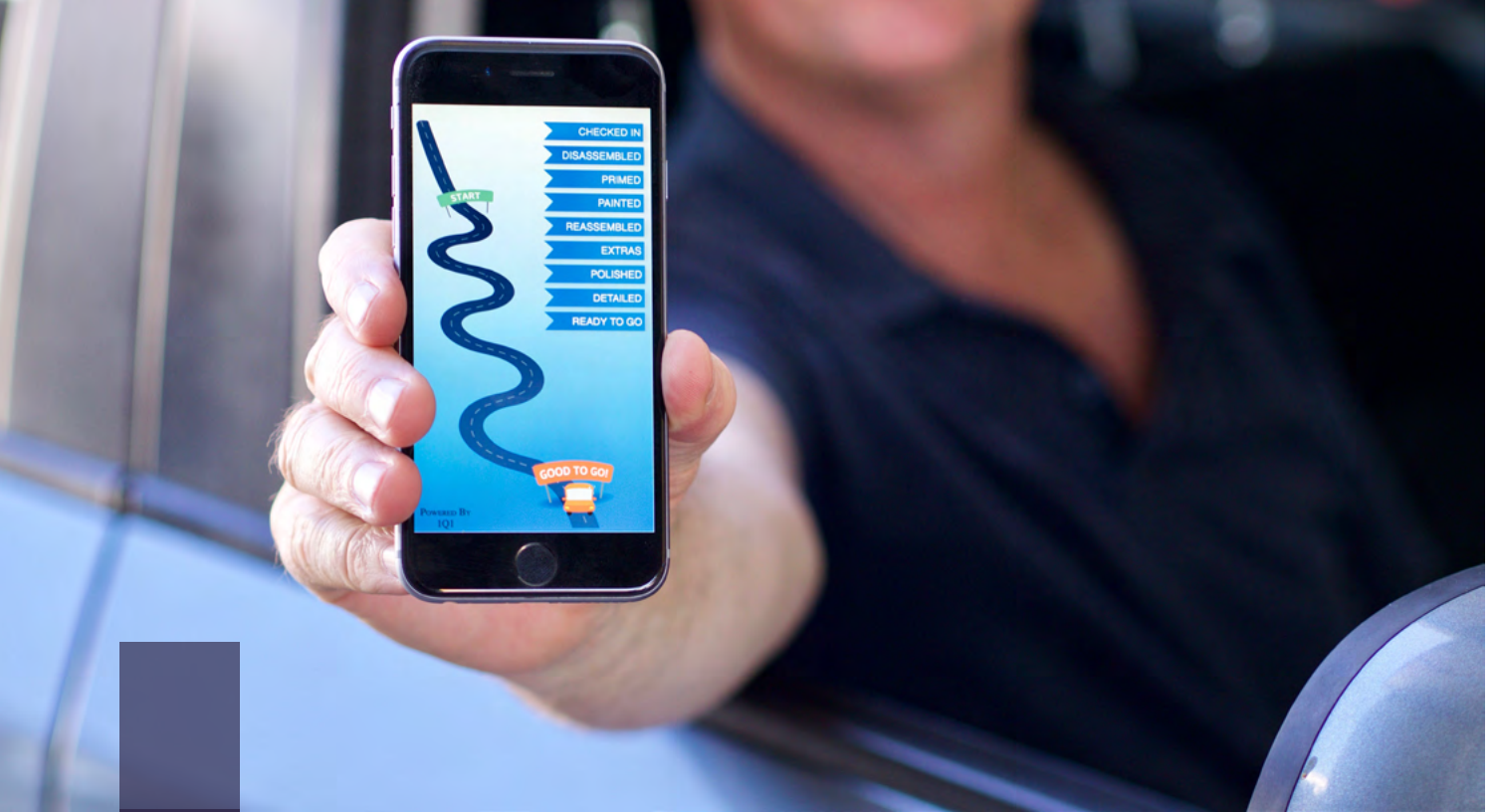
# CUSTOMER COMMUNICATION

## EFFORTLESSLY KEEP YOUR CUSTOMERS UPDATED ON THE PROGRESS OF THEIR CAR.

Keeping customers informed of the status of their repair is a time consuming task that is difficult to manage. 1Q1 can do this automatically due to the fact that it knows the status of all vehicles in the repair process.

Technicians claim jobs at each stage of the repair process, complete the quality checklist and move the job on to the next department. When each job moves to the next stage, an automated text message is sent to the customer with a link to a graphical web page showing the completion status of their vehicle.

This reduces incoming calls, and will effortlessly maintain exceptional customer satisfaction that we all strive for.

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# PERFORMANCE REPORTING

## YOUR PRODUCTION STAFF ARE THE ENGINE THAT PRODUCES TURNOVER AND PROFIT. MAKE SURE THEY ARE GIVING YOU WHAT YOU NEED.

As staff claim and release jobs they are working on, 1Q1 will allocate the associated labour dollars for that job to their name. You can track what each production staff member is producing in labour dollars each week, month and year.

Each technician can be set a target. The technician can track their progress towards their target live on their device. As they claim and release jobs, the dollars are allocated to their name and they can watch their percentage increase. The

aim for the technician is to get to 100% by the end of the week. If they get over 100% their device will add stars to their name. This is a fantastic way to communicate an expectation to your production staff.

The individual performance report is a great visual on the production staff's performance against their set target. The report gives you a valuable tool to do performance reviews with your staff.
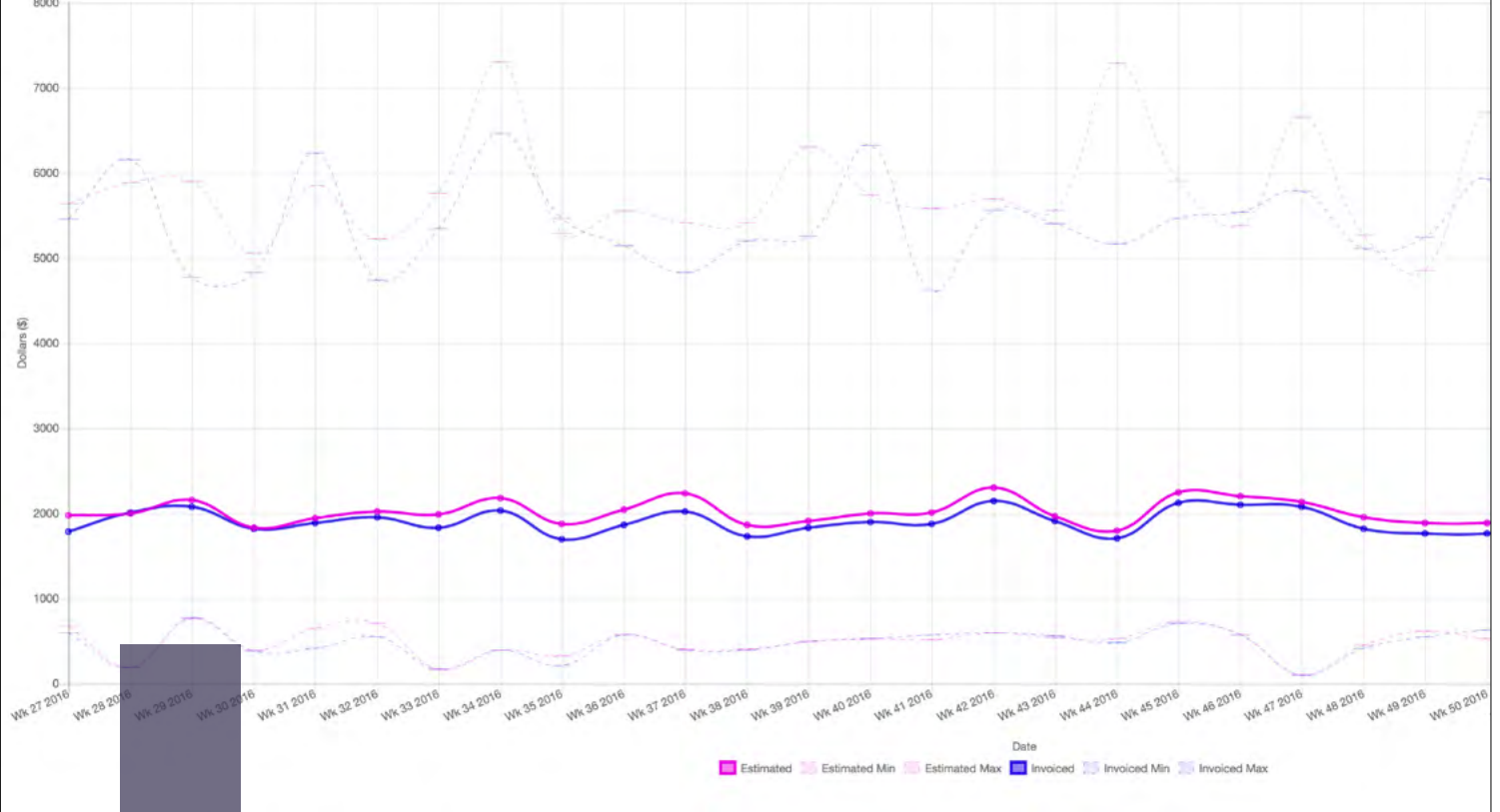
# AVERAGE COST

## GAIN CONTROL OF YOUR AVERAGE COST.

With 1Q1 you can see the live average cost for all jobs that are booked in, that are located in the shop and that have left the shop. 1Q1 gives the ability to see the average cost for each insurer and the ability to differentiate between jobs that are in scope or not in scope for the same insurer.

1Q1

# PHOTOS / CLAIMS / INVOICING

## THIS IS WHERE THE MONEY IS MADE OR LOST.

The 1Q1 process for reviewing jobs before invoicing will allow you to get the money you need for each job. From the photos screen you see all the photos taken and notes made on the shop floor by the technicians.

You can also view how long each technician took in each department and the cost breakdown chart of the hourly rate achieved by each department as well as an overall hourly rate for the job as a whole. This screen gives all the data needed to review work performed on each job and charge out the correct amount.

1Q1

1Q1

DON'T PROMISE. DELIVER.