

# The secret of their success

Just into August, the Reg Vardy Bodycare Centre in Leeds announced a 20% increase in turnover during a period of some six months, whilst at the same time reducing its fleet of courtesy cars by 10%. This, all without increasing (or decreasing) the site's administrative staff. More recently, the bodyshop has taken on 10 more productives and plans to employ a fourth estimator. So what is the secret of this shop's success?

With 33,000 sq feet, the Reg Vardy Bodycare Centre in Leeds is one of the largest bodyshops in the UK and, at any one time, has up to 150 jobs on the go. The increase in turnover is largely attributed to the use of E.M.A. Computer Solutions' P C-based Bodyshop Manager.

The system was installed in late January 2006, since which time the bodyshop has benefited from a better visibility of resources. David Crowder, the site's Bodyshop Manager, comments: "At a glance the EMACS system tells us how many hours we have to sell. Plus, because the system refreshes every six minutes, it provides a near real-time view of all work in progress."

In addition, the system has automated many of the site's administrative processes (freeing up personnel to do more productive tasks). For example, Crowder's estimators export estimates from Auda Enterprise into EMACS, which then reinterprets the repair process into MET, Panel and Paint activities.

Crowder goes on to say that EMACS Bodyshop Manager has given him good control over the entire 'operation', plus full management information at his fingertips. He concludes: "Thanks to the EMACS systems, our average turnaround time for a repair is three days, whereas before it had been nearer six. Our effective recovery rate is now more than £29 per hour but the EMACS system continues to show us where our process management could be further improved - and I want to get us up to £32 per hour by the end of the year."

**For further information,  
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