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LEVELING WORKLOAD IN FARM IMPLEMENT SHOPS

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Farm implement repair shops have been faced traditionally with fluctuating workloads. The slow season of the winter months is followed by the rush period which lasts for several months.

Operators of implement repair shops who have tried to live with these slack and rush periods are faced with the need for laying off mechanics or trying to hire extras for short periods. This pattern has always had many shortcomings, but in recent years these shortcomings have become major problems.

Skilled mechanics in the present labor market are increasingly seeking full-time permanent jobs which offer the fringe benefits that accompany permanent-type positions. Training of less-than-skilled mechanics hired during rush periods is not usually done effectively because of the press of time; thus poor work by them results.

The procedure outlined in this publication has been used successfully by some implement dealers in leveling workloads in their shops.

Take Advantage of Slack Season

- Compile a list of individuals, in the market area of the dealer, who own equipment of the brands sold by him.
- At the beginning of the slack season, have a qualified mechanic, who also has sales ability, visit each farmer on the list.
- During the visit the mechanic/salesman asks the farmer if he has repairs that need to be done before the next active season arrives. He inspects the equipment with the farmer and makes diagnoses and price estimates.
- Price quoting at this time is the big selling point. The mechanic/salesman should make it clear to the farmer that prices will be lower
- During the visit the mechanic/salesman asks

these out explicitly):
(1) Labor costs at the shop will not include overtime pay rates which are usually neces-

if repairs can be done during the slack sea-

son because of the following reasons (point

- overtime pay rates which are usually necessary if work is done during rush periods; (2) Parts can be ordered and shipped in a more orderly manner, thus reducing long-distance telephone charges and high-cost methods of transportation.
- When an agreement has been reached with the farmer, the implement field man sets a definite date for the equipment to be either picked-up or brought into the shop.
- The alert implement dealer will establish a card for each person on the list. As visits are made, information is placed on the card. As repairs are made, brief remarks are entered on the card. This card can serve as a real aid in deciding on future visits to that farmer concerning repair work. Also, it will provide new equipment salesmen meaningful information regarding farmer needs.

Benefits To Be Derived

- Owners of equipment will have it in operating condition when it is needed. Serious breakdowns can be minimized when mechanics can take the time needed to do thorough inspecting.
- Equipment owners pay less for repair services because they can share in savings realized by the shop operator.
- Implement shop owners will be able to use their mechanics better on a year-round basis.
 Also, better utilization of capital invested in shop facilities and equipment will result.
- Leads for sales of new equipment are uncovered. The right type of new equipment can benefit both the seller and the buyer.

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