

Getting It Wright

ALL ABOUT CALIPERS

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To Stock or Not to Stock ... That is the Question

UCX believes that the health and profitability of any service dealer is largely dependent on their productivity. At the recent Global Automotive Aftermarket Symposium (GAAS), I was dumbfounded when a manufacturer stated they had data that suggested the average service dealer had technician **productivity of only 60%**. I spend a lot of my time with my customers (the distributor), helping service dealers sell brake work. I thought that I would test this 60% number next time in the field. Lo and behold, in almost every shop I visited, I observed common vehicles up on a lift, wheels off and no work being done. When asked why the car wasn't being worked on, the response was invariably **"waiting on parts."**

I own my own business and know full well the "cost" of inventory. But when I do the math, the cost of keeping a short line of calipers on the shelf to address the most common vehicles is far outweighed by the benefit of having parts available so that you can turn your bays. In most US metro markets, 10 sets of loaded calipers will cover approximately 25% of the vehicles that you see in your shop. The cost of this inventory is about \$1,500.

If your shop does more than 2 complete brake jobs a week, you'll have that \$1,500 back in your pocket in less than 12 months! And guess what ... no more bays tied up waiting for parts.

Good shops repeatedly tell me that caliper inclusive brake work is a money maker, and that stocking the top part numbers is critical to maintaining bay productivity. If you haven't considered it, you should.

Questions? e-mail me at rwright@ucx.com.

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