



EFFICIENCY

Whose fault is it?

By David Gold

It doesn't matter. How you deal with the problem makes the difference.

No matter how great business systems become or how improved the technology becomes, there will always be a chance for a mishap.

What really matters

The purpose of this article is to bring some attention to what really matters. And that is solving the problem, making it right, then getting on with business.

To illustrate, a local auto recycler takes an order from a local collision repair facility for a used 1999 Ford pickup door.

The local collision repair facility preps the door for his customer's truck. Upon installation of the door, the local collision repair facility notices that the original door panel won't fit on the used door supplied.

The door can't be used, it has provisions for horizontal speakers and the customer's truck was fitted for vertical speakers.

No time for blame

There is a problem here, no question about it. Lets look at a couple of key factors here. The auto recycler had all

the best intentions to provide the correct part.

The collision repair facility had all the best intentions to order the correct part, but it just didn't work out as planned this time.

Is there a need to place blame? There is no time to place blame. All there is time for is "making it right."

In other words, correcting this situation with a proper door, as fast as possible.

In order to make the whole industry better we need to bring part suppliers and their customers together.

Speak up

Symposiums where industry representatives give feedback are invaluable.

The perspectives gained from all points of view enable businesses in our industry to improve. It is this improvement that will enhance the image of the industry.

Make it a point to ask questions, and raise concerns to all associated automotive businesses. If something doesn't sit well with you, speak up.

Problem or opportunity?

When a problem is sent my way I know I have a great opportunity to not only come up with a solution, but also to build a great relationship with that customer.

I can honestly say I thrive on dealing with problems, complaints and negative feedback.

To this day, some of my greatest relationships started off as a problem. It is important to always remind yourself that you are in this business for the long term, and that you need to take care of problems head on, and never shy away from them.

Right the first time

What I love about this industry is how everybody is willing to help out. There are truly great people in this business. We all need to educate each other.

Our goal should always be to get things right the first time. That is the ideal situation.

It's all in how you do it

The sale of parts is not an exact science and when mistakes are made it's how you deal with these mistakes that makes all the difference. ☐

There is no time to place blame. All there is time for is "making it right."

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