**Daily 10@10 meeting** (10 minutes at 10 AM) Everyday

* Work order preparation meeting that takes place two days in advance using printed (pre-writes) orders. This is a meeting expressly for reviewing upcoming work where it is reviewed and necessary preparations are documented.
* Hours booked against inventory hours for the day are reviewed, opportunity to look for more work, (pre-owned recalls, immediate service openings etc.)
* Needed documents for this meeting: prewrites, prior work history denied work, VIN scan for recalls, loaner availability if needed.
* Participants: Service manager, warranty coordinator, appointment coordinator, dispatcher/shop foreman, team leaders, parts

**Usage** – based upon the work scheduled…

* **Parts** can be ordered in advance
* Verify that needed **specialists** and **equipment** are available
* What loaner cars available for service drive upsell
* Clients with recalls are notified prior to coming in for appointment, and given options to handle all work.
* Additional work that is due can be identified before the customer arrives – e.g. required vehicle updates, regular services, prior declined work
* For diagnostic activities, or comebacks, **road tests** can be prepared for with available diagnostic tech for test drive if needed.

In summary: better preparation reduces the amount of time the customer has to spend at the dealership and can reduce repeat repairs, improve workflow and hours booked and sold, reduce parts holdovers, improve loaner car turn.