

Do's & Don'ts

Proper Time Clocking

It seems as though Ford has been reducing the number of valid labor operations monthly. Therefore, proper time clocking is even more important today. Especially clocking each repair versus the complete repair order. Clocking the whole repair order is easy, but this will be detrimental to your dealership's bottom line. Many of the labor operations that were removed are ones that your technician commonly performed and became very efficient at. The moral of the story is simple. Your technician will lose his efficiency and will reduce the flat rate hours paid if they don't time clock each repair separately. Ford hopes that you don't clock on and off of each repair. You will lose technician efficiency and reduce the amount of actual time that can be claimed. Do not be afraid to claim the amount of actual time your technician has on the clock if the following information is true

- ✓ **Technician is skilled and certified for the repair group.**
- ✓ **Technician followed all technical information available and followed the shop manual procedures.**
- ✓ **Time clocking was accurate and no breaks or lunches were involved.**
- ✓ **Technician's documentation supports the time on the repair.**
- ✓ **All associated labor operations were claimed before using actual time.**

This is the recommended clocking procedure to maximize your technician's compensation for the repairs completed:

- ➔ Clock on and off each repair line versus the complete repair order.
- ➔ Clock separately any access time to remove and install a properly installed Ford or non-Ford part in order to perform a warranty repair.
- ➔ Cleaning of other areas of the vehicle which may have been contaminated by failure of the component being replaced. Example: A leaking valve cover gasket where you would clean the side of the motor and frame members.
- ➔ Clock separately any seized or broken bolts that exceed the 20% contingency allowance.
- ➔ Technician documentation is completed during the repair, not after the repair was completed.

Here are a few rules to follow to keep your dealership out of trouble:

- ☞ Insure each technician is clocked on only one repair order at a time.
- ☞ When clocking is missed in error, only service management can approve any written in time clocking.
- ☞ Do not claim more time than is available on the hard copy or daily time ticket.
- ☞ Insure that actual time is clearly defined in the technician's comments and are entered in ACES II under the technician's comments section.
- ☞ All employees must be clocked including hourly employees.

