

# John Deere Workshop Efficiency Tracker

A smarter way to identify areas of improvement, efficiency savings and training requirements

John Deere have created a new Workshop Efficiency Tracker, which analyses technicians' productivity and efficiency from the workshop jobs that are completed by technicians. The report produces various pieces of information, graphs and tables which provides dealerships with an overview of all workshop jobs recorded.



## How will Dealer's benefit?



### Have greater oversight

Filtering and creating reports will enable efficiency comparisons at depot or technician levels.



### Automatic process

Batch-driven process allows dealers to provide data with minimal effort.



### Optimise your reports

With the ability to create your own reports, charts and graphs, dealers will be able to align with their business reporting need.



### Make informed decisions

The visual report will help dealerships identify efficiency savings and opportunities for training.

## How will it work?

1.



Workshop Job data is recorded by dealerships accurately and consistently to include technician details, hours available, jobs worked, and jobs invoiced.

2.



Gold transfers this data automatically to the Workshop Efficiency Tracker on a weekly basis via a batch job. This includes the last 4 months of data on a rolling basis.

3.



John Deere will receive this data and upload it onto a dashboard to reflect efficiency and productivity.

4.



Dealers will have their own log in and password to access the Workshop Efficiency Tracker tool online where they will be able to view graphs, charts, and filter through key data.

## Recording data correctly

The Workshop Job data recorded by each dealership is key to ensuring the Workshop Efficiency Tracker has the correct information. A CSV file is shared with John Deere (see example below).

Dealer-ID	Dealer-Name	Outlet-ID	Outlet Location	Technician-ID	Technician Name	Job-ID	Job type	Hrs. Recorded	Hrs. Billed	Month	Year
321234	Agrotechno	321834	Supervillage	JL1067	John Lort	270	Repairs	2,8	2,8	7	2016
321234	Agrotechno	321A34	Bigvillage	KE1245	Keith Emerton	270	Repairs	5,4	**	7	2016
321234	Agrotechno	321834	Smallville	JL1067	John Lort	001	Total available	147		7	2016
321234	Agrotechno	321A34	Supervillage	KE1245	Keith Emerton	001	Total available	160		7	2016

— CSV Submission File

## Extract Retention

Once extracts are processed successfully via batch routine or manually, they are immediately purged and do not retain in the dealer's system for reference. If you need to check data within a CSV extract, then John Deere should be able to supply any queried extract(s) upon request.

## Here is a list of the mandatory details to be entered and how they will be used

### Workshop Jobs

**Dealer ID** – The 6-digit company identification number.

**Dealer Name** – The company name.

**Outlet ID** – The 6-digit identification number associated with a Depot.

**Outlet Location** – The depot short name from Gold is used to identify the location.

**Technician ID** – The employee number of the Technician.

**Technician Name** – The first and surname of the Technician.

**Job ID** – The invoice type reference number.

**Job Type** – The description of the job taken from the invoice type.

**Hrs Recorded** – The hours recorded by the Technician within the month against the Invoice Type.

**Hrs Billed** – The hours invoiced against the Invoice Type (will be blank if it has not been invoiced).

**Month** – The month the job was recorded.

**Year** – The year the job was recorded.

### Technician Available Hours

**Technician ID** – The employee number of the Technician.

**Technician Name** – The first and surname of the Technician.

**Job ID** – Will always be a set number.

**Job Type** – Will always state Total Available Hours.

**Hrs Recorded** – Total hours of all jobs recorded by the technician within the month minus any jobs that are excluded, such as Holiday or Time and Attendance records.

**Hrs Billed** – Will always be blank.

**Month** – The month the hours are calculated in.

**Year** – The year the hours are calculated in.

# Here is a list of how John Deere will categorise your jobs

John Deere will work with dealers to review their Workshop Invoice Type and map the jobs that sit under them into the appropriate categories.

## Non-Billed

### Internally Invoiced

- Marketing Activities
- New Machinery PDI
- Used Machinery Reconditioning
- Other Internal
- Rental Fleet Maintenance & Repair
- Machine Delivery

### Externally Invoiced

- Maintenance Contracts
- FarmSight Connected Services
- Other Services
- Expert Checks
- Maintenance Without Agreement
- Repairs
- Remote Diagnostics
- Sold Travel Time
- PowerGard / Extended Warranty Repair
- Special Allowance
- Other External

### Warranties

- New Equipment Warranty
- Used Equipment Warranty

### Total Available Hours

- Total Available Hours

## Non-Recorded

### Absence

- Absence

### Training and Organisation Task

- Internally Trained
- Externally Trained
- Workshop Manager Tasks
- Organisational Tasks

### Non-Revenue Hours

- Rework Task
- Maintenance and Cleaning
- Non-productive Travels
- Other Non-Revenue

