| spection         | on Quality / Serv          | ice Op | portunity | Assessment                   |                           |  | Astomotive Opera-<br>Evaluation, Assess<br>Consulting | ations<br>ment,                     |                         |                      |                           |                                  |  |                        |
|------------------|----------------------------|--------|-----------|------------------------------|---------------------------|--|---|-------------------------------------|-------------------------|----------------------|---------------------------|----------------------------------|--|------------------------|
|                  |                            |        |           |                              |                           |  | Consulting  |                                     |                         |                      |                           |                                  |  |                        |
|                  |                            |        |           | Timeliness of Service        |                           |  |   | Inspection Quality/ Selling Results |                         |                      |                           | Opportunity Analysis             |  |                        |
| nvoice<br>lumber | Original service Requested | TECH   | Odometer  | Time entering Service<br>Bay | Tme Estimate<br>Completed | Inspection Quality<br>(Good, Fair, Poor) | Tires Units Sold                                      | Maintenance<br>Services \$\$        | Repair Services<br>\$\$ | Services (Type) Sold | Total Add-on<br>Sales\$\$ | Services Estimated, but Declined | Service Opportunies Identifies but not estimated (offered) | Total Opportunity \$\$ |
|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
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|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
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|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |
|                  |                            |        |           |                              |                           |  |   |                                     |                         |                      |                           |                                  |  |                        |