

# The 6 Habits of Highly Profitable Repair Shops

J. Scott Mandeville  
2016 Summer NAMM



**Profitability**  
Ending the day with more possibility than when you started

**"Habits"**  
Consistent Behaviors

**Repair Shop**  
The most awesome place on Earth

What is the goal?  
To inspire you to think and apply these thoughts in your own situations.

Let's define three key components of these Habits



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## 6 Habits of Profitable Shops

Knowledge

Training

Tooling

Efficiency

Scheduling

Flexibility

# Knowledge

The ability to see and comprehend the entirety of the job

# Training

Continual upgrading of  
knowledge

# Tooling

Tools don't cost,  
they PAY!

# Efficiency

Effective combination of use of knowledge, training and tooling to direct our attention

# Scheduling

Efficient use of  
Time Blocks

# Flexibility

Having built-in room for the daily interruptions of life will keep you up to your commitments

# What Should it Cost?

COGS + % = Profit

(OR) Profit - COGS = Price Structure

The question is, do you know how much it costs to live and breath in your space?

Do you know how much time it takes to complete the various tasks?

Now you can properly set your price expectations.

Expectations = ?

## 6 Habits of a Profitable Repair Shop

Following these 6 Habits will allow you to:

Be the expert your clients expect you to be

Add value to the lives of the most important people in your world, your employees!

Draw attention to the value that you add to the musical community

Continue to spread the wellness that only music can!



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