

NON-PRODUCTIVE COST Analysis Worksheet



HOW TO USE: Ask yourself and your team these questions about your Non-productive Costs. Add your own questions to this list as you think of them or use the Non-productive Costs Brain Dump Worksheet.

Are our expensive employees doing inexpensive tasks someone else could do?

Is this cost incurred because of an employee training issue?

Is this cost incurred because of a service we are not optimized to perform?

Is this cost incurred because of an equipment breakdown or availability bottlenecks?

Is my office location creating unnecessary drive and payroll costs?

Is my Service Area incurring unnecessary costs because of its location?

Are my clients costing me extra time / expense for any reason?

- Tech has to manually collect payment
- Client wants to chat after each visit
- Client requires in person confirmation of completed job
- Delays waiting for client to unlock gate
- Unnecessary call backs and redos

Is the age of my fleet increasing my non-productive costs?

How long does it take to get gas, ice, water, food in the mornings?

Do I pay my entire crew to load / unload when I could pay just the foreman?

Are personnel clocked in and standing around in the mornings?

Do employees immediately clock out and leave the office at the end of the day?

Do I have enough backup equipment on the truck and in the shop?

Are trucks inventoried frequently to restock and eliminate parts runs?

Do crews pickup materials and supplies when I could have one person perform the pickup while the others are working?

Are we running efficient routes? If there is heavy traffic in the morning, do we start with the closet jobs and work our way towards the jobs furthest from the office?

Are managers prepared with schedules, job notes and pictures in the morning prior to the crews / techs arriving at the office so we do not pay our field personal to wait?

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Have we optimized our internal processes for simplicity? For example, do all truck and trailer tags and inspection stickers expire in the same month?

What tasks can we remove from the crew / tech so that they can focus on what they are best at? Could someone else gas equipment, trucks, perform maintenance, load, etc?

Do we really need an office?

Do we really need trailers?

Does one service that we provide incur the majority of our wasted time and effort? Should we continue offering it?

Could we shrink our service area?

Are the crews sitting in their truck prior to or after the job for an unnecessary amount of time?

How long does it take each tech to complete his paper work?

Could we improve our equipment or tools to perform the job faster with less labor?