

Strategic Planning

Providing a full range of business process innovation services and expert advice to help our clients define or refine growth and competitive strategies.



Taylor Business Development, LLC

156 Poplar Drive
Scott Depot, West Virginia 25560

Processes are the tools to success.



Taylor Business Development, LLC

Business Consulting

Assisting corporate clients attain their full potential through business analysis and problem solving.



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Processes are the tools to success.

Bob Taylor

Bob began his career in the automotive industry in 1982 and maintained a position there until 2006. During his distinguished career, he successfully managed the fixed operations of a multi-line, metropolitan dealership that produces an excess of \$1,200,000 of sales on a monthly basis. The continued and steady growth of this organization was the direct result of his vision and leadership ability.



Bob Taylor, Consultant

Bob received many awards during his career as a Fixed Operations Director, including the prestigious Service Excellence Award from Toyota Motor Company. He attained the coveted annual award 16 times, 13 of which were consecutive. As a result, he was publicly commended by Toyota Motor Company for his exemplary achievement. He was also featured in Profile Magazine because of his dedication and commitment to excellence in this industry.

His leadership qualities and common sense approach to business has now bridged into assisting other corporate clients in realizing and attaining their full potential. Bob is well versed in business analysis and problem solving. He seeks to maximize his clients profit potentials through the continued education and motivation of others. He is also an accomplished instructor and gains great satisfaction from helping others succeed.

Business Analysis

- Review current and historical performance indicators
- Perform competitive market survey
- Evaluate actual and potential effective labor rates
- Appraise existing point of sale materials
- Conduct a departmental assessment
- Provide feedback data

ASM Training

- Assess current level of knowledge and competency of service staff
- Provide In The Lane training for advisors and support staff
- Conduct single session and on-going classroom training
- Establish and implement technician FRH objectives
- Proven customer handling techniques
- Effective appointment scheduling practices
- Dispatching and job tracking
- Job estimating

Operating Systems and Processes

- Service Pricing
- Review current pricing structure and recommend alternatives
- Conduct repair order review and provide analysis
- GRID pricing
- Service menu review and implementation
- Parts Ordering
- Review existing Special Order Parts

- process
- Implement an effective SOP ordering and scheduling process
- Customer Handling
- Reception
- Concern conformation
- Menu and maintenance sales
- Time management
- Quality control and delivery
- Follow up
- CSI

Advanced Production Techniques

- Simple Support Groups
- Lateral Support Groups
- Service Teams
- Facility maximization through the use of alternative technician & support staff scheduling

