

Exercise – Task time allocation (1)

Below is a standard task with the sort of elements that make up many tasks undertaken in vehicle maintenance. Consider each line and decide if that is chargeable to the customer (directly), or if it part of the companies overhead.

Place a tick where you think is right for each line:

Task Element	Customer Chargeable (direct)	Organisation's Overhead
Travelling time to and from job		
Getting parts from the stores		
Getting tools from tool station		
Setting up tools on job		
Calling Engineering to resolve a discrepancy		
Printing off drawings		
Performing the direct task		
Fatigue break necessary because of difficult or awkward access		
Performance shortfall due to task performed by staff in training		
Oversight/supervision of staff in training performing task		
Inspection of installation		
Function check		
Clean up post job complete (vehicle)		
Clear tools away		
Return tooling to tool station		