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Car Doctor

The Car Doctor

410 SW 6th St., Oklahoma City, Okla.

A repair shop owner since 1993, Mike Bailey has understood all along the importance of education and training both for himself and his employees. Initially, he sent his employees to a local technology center automotive training program, but determined that the program was missing something. He decided to become a certified mentor for Oklahoma State University's Protech Program a secondary education program offering an associates degree and a direct path to job placement. Students shadowed under his supervision at the shop as well as took formal training in a classroom setting. Bailey now hires his technicians from the Protech program. He requires that his technicians take 40 hours of training annually, whether the training is his program group's online training or specialized clinics offered in his area. Bailey also makes a point of taking as many courses as possible, so he understands what his technicians are learning and reinforces their training in the shop. He tries to maintain a 5 percent training budget annually, paying for technician training and testing. He says his technicians are hungry for knowledge and enjoy participating in the education and training provided to them. What is Car Doctor's ROI? Bailey reports that since working with the ProTech program and requiring his technicians to participate in annual training, his bottom line has increased 75 percent and his technicians' productivity has increased 100 percent. Bailey foresees more advanced training in the near future due to technology changes that will eclipse prior advances in the industry. He is constantly looking for education on the latest technology, as well as immersing himself in further management education. 🍏