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Service Efficiency Calculator

How much work moves through the operation for the hours you pay for. A department measure — review monthly and watch the trend, not the single figure.

Completed calls ÷ technician hours worked × 100 = efficiency

The calculation

Input	Where to get the number	Example	Yours
Completed calls (same period)	ePASS OE37	28	
Technician hours worked — every hour you paid for, incl. driving and paperwork	Payroll	48	
Efficiency formula	Calls ÷ hours × 100	28 ÷ 48 × 100	
SERVICE EFFICIENCY		**58.3%**	**%**

Reading the result

Efficiency	Where you stand
Above 70%	Excellent
60 – 70%	Good
50 – 60%	Acceptable
Below 50%	Fix operations first

Bands are set for self-servicing dealers with a general product mix. Warranty work, delivery support, showroom and installation pulls, and a heavy built-in mix all lower the number for reasons that are not performance problems; a dedicated service operation should run higher. Compare against your own trend first, the bands second.

Three rules

Department, not individual — a completed call is not a unit of equal value, so the tech sent to the hard work always reads lower. Use First Call Completion, callback rate, revenue per call and walk rate for individuals.

Not the billable-hours number — the Cost Per Billable Hour Calculator needs invoiced hours, a different count. Raising efficiency raises billable hours; that is how the two connect.

Low efficiency is not automatically a technician problem — review routing, parts availability, dispatch quality, training and admin time before drawing conclusions.

Manager notes: _____