

Date Prepared: 6/19/03

New Revised
(*Check One*)

Effective Date: Fall 2003

COURSE OUTLINE

1. COURSE PREFIX and NUMBER: **AUT 275** CREDIT HOURS: 3
2. COURSE TITLE: Shop Management
3. PREREQUISITES: None
4. COURSE DESCRIPTION: Studies shop layout, personnel management, cost analysis, record keeping and quality control. Discusses shop manager, service salesman, and service writer's roles in customer relations. Lecture 3 hours per week.
5. CONTENT: (Major Headings)
 - a. Shop Layout
 - b. Cost Analysis
 - c. Quality Control
 - d. Management of Inventory and Personnel
 - e. Record Keeping

6. GENERAL COURSE OBJECTIVES:

Upon successful completion of the course, the student will be able to:

- a. Organize a shop layout designed to increase safety and productivity.
- b. Perform cost analysis functions.
- c. Keep accurate records of time, inventory, and productivity.
- d. Know the importance of good customer relations.
- e. Recognize the quality of workmanship performed in an automotive shop.
- f. Make sound decisions related to personnel management situations.