



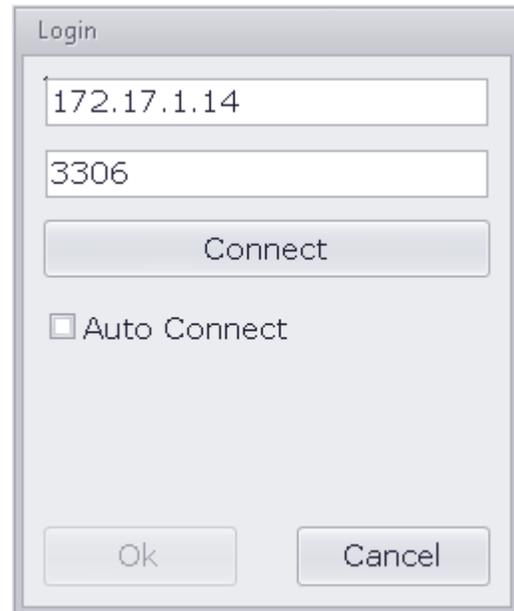
208.947.1738
www.summitcrs.net

Scoreboard Training & Reference Manual

Setting Up Scoreboard:

Setting up Scoreboard requires that we have our Server IP Address and Port before proceeding. This information can be located in your SummitCRS client on the login screen below the password field. Simply enter in your servers IP address and port and hit connect, unless an error presents then click the Ok button to proceed.

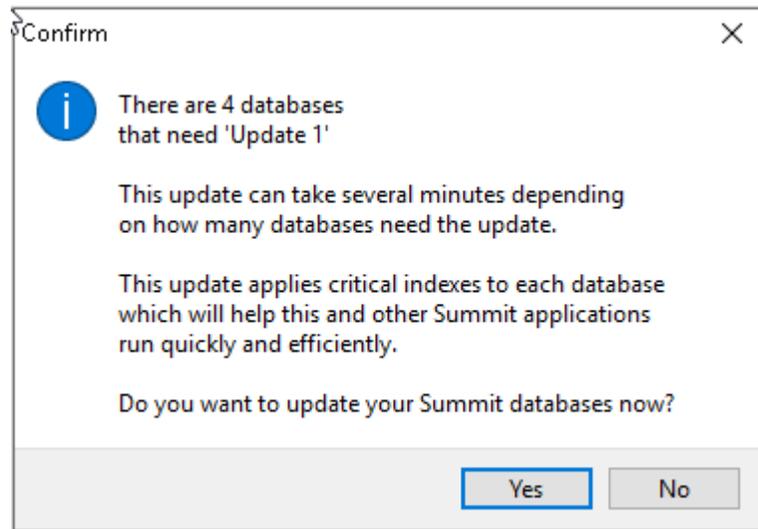
*****Check the Auto Connect Box to have Scoreboard open to the display screen and skip the login screen once setup is completed.***



Server Updates:

Scoreboard will perform a check of your Summit Server to see if it is correctly updated. If you are not updated it will prompt you to update the database, the update can take a few minutes to complete depending on the size of your database.

*****It is recommended to run this update as it will improve the overall performance of SummitCRS not just Scoreboard.***



Scoreboard Main Screen:

The main screen of scoreboard has been enhanced to include much more information than ever. You are now able to see important cycle times for each department as well as some new KPI that will be covered later in the guide.

KPI	Today	WTD	MTD	YTD
Keys to Keys	12.33	9.33	9.56	9.56
Delivered Hours	77.7	118.8	383.2	383.2

Department	In	✓	Goal	Goal %	Today	WTD	MTD	Last Cycle	WIP	TP	Cycle Hours	WTD TP	WTD Cycle Hours	MTD TP	MTD Cycle Hours
SCHEDULED IN	5	1	3	33.33%	1	9	34	6:18	0.0	0.0	135:39	0.0	15:06	0.0	21:23
VEHICLE HERE	1	6	10	60.00%	6	16	40	5:26	0.0	0.0	13:29	0.0	9:32	0.0	9:20
DISASSEMBLY	8	2	10	20.00%	2	5	33	4:18	11.0	1.0	60:56	10.4	78:31	72.6	40:35
HOLD	13	0	0	0.00%	0	1	12	29:29	0.0	0.0	--:--	0.0	137:06	0.0	67:51
FRAME	1	2	2	100.00%	2	6	27	4:59	0.0	0.0	105:50	0.0	85:11	0.0	32:53
BODY	1	1	10	10.00%	1	1	14	5:44	23.9	8.5	0:00	8.5	0:00	131.1	0:00
PREP	2	1	10	10.00%	1	5	26	4:35	4.0	1.6	1:08	8.7	22:26	36.3	10:44
PAINT	11	1	10	10.00%	1	4	23	6:18	99.5	0.0	0:00	27.0	60:25	174.6	61:19
REASSEMBLY	5	0	10	0.00%	0	6	24	23:45	13.8	0.0	--:--	9.4	61:46	35.4	51:08
SUBLET	1	0	5	0.00%	0	0	2	143:16	0.0	0.0	--:--	0.0	--:--	1.0	8:47
DETAIL	0	2	10	20.00%	2	8	27	4:18	0.0	0.0	0:00	7.2	2:21	37.0	4:54
FINAL INSPECTION	1	1	10	10.00%	1	11	26	6:17	0.0	0.0	0:00	0.0	17:39	0.0	9:29
READY	11	5	10	50.00%	5	16	33	4:12	0.0	0.0	57:04	0.0	48:05	0.0	54:46
DELIVERED	5	4	0	0.00%	4	16	31	--:--	0.0	0.0	42:00	0.0	18:00	0.0	12:23

(Running) Last Refresh: Tuesday, October 10 2017 02:51:45 PM

All Available Columns

Department	In	✓	Goal	Goal %	Today	WTD	MTD	Last Cycle	Last Cycle	Last Cycle	Labor	% Labor	WIP	TP	Cycle Days	Cycle Hours	WTD TP	WTD Cycle Days	WTD Cycle Hours	MTD TP	MTD Cycle Days	MTD Cycle Hours
SCHEDULED IN	5	1	3	33.33%	1	9	34	Oct-10-2017 08:33 AM	0.263	6:18	Unassigned	0%	0.0	0.0	5.653	135:39	0.0	0.630	15:06	0.0	0.892	21:23
VEHICLE HERE	1	6	10	60.00%	6	16	40	Oct-10-2017 09:25 AM	0.226	5:26	Unassigned	0%	0.0	0.0	0.562	13:29	0.0	0.398	9:32	0.0	0.390	9:20
DISASSEMBLY	8	2	10	20.00%	2	5	33	Oct-10-2017 10:33 AM	0.179	4:18	Body	15%	11.0	1.0	2.539	60:56	10.4	3.272	78:31	72.6	1.691	40:35
HOLD	13	0	0	0.00%	0	1	12	Oct-09-2017 09:22 AM	1.229	29:29	Unassigned	0%	0.0	0.0	0.000	--:--	0.0	5.713	137:06	0.0	2.828	67:51
FRAME	1	2	2	100.00%	2	6	27	Oct-10-2017 09:52 AM	0.208	4:59	Unassigned	0%	0.0	0.0	4.410	105:50	0.0	3.550	85:11	0.0	1.371	32:53
BODY	1	1	10	10.00%	1	1	14	Oct-10-2017 09:07 AM	0.239	5:44	Body	75%	23.9	8.5	0.000	0:00	8.5	0.000	0:00	131.1	0.000	0:00
PREP	2	1	10	10.00%	1	5	26	Oct-10-2017 10:16 AM	0.191	4:35	eFinishPaint	15%	4.0	1.6	0.048	1:08	8.7	0.935	22:26	36.3	0.448	10:44
PAINT	11	1	10	10.00%	1	4	23	Oct-10-2017 08:33 AM	0.263	6:18	eFinishPaint	70%	99.5	0.0	0.000	0:00	27.0	2.518	60:25	174.6	2.555	61:19
REASSEMBLY	5	0	10	0.00%	0	6	24	Oct-09-2017 03:05 PM	0.990	23:45	Body	10%	13.8	0.0	0.000	--:--	9.4	2.574	61:46	35.4	2.131	51:08
SUBLET	1	0	5	0.00%	0	0	2	Oct-04-2017 03:34 PM	5.970	143:16	Mechanical	100%	0.0	0.0	0.000	--:--	0.0	0.000	--:--	1.0	0.367	8:47
DETAIL	0	2	10	20.00%	2	8	27	Oct-10-2017 10:33 AM	0.179	4:18	eFinishPaint	15%	0.0	0.0	0.000	0:00	7.2	0.099	2:21	37.0	0.205	4:54
FINAL INSPECTION	1	1	10	10.00%	1	11	26	Oct-10-2017 08:33 AM	0.263	6:17	Unassigned	0%	0.0	0.0	0.000	0:00	0.0	0.736	17:39	0.0	0.396	9:29
READY	11	5	10	50.00%	5	16	33	Oct-10-2017 10:38 AM	0.176	4:12	Unassigned	0%	0.0	0.0	2.378	57:04	0.0	2.004	48:05	0.0	2.282	54:46
DELIVERED	5	4	0	0.00%	4	16	31	Oct-10-2017 12:00 AM	--	--	Unassigned	0%	0.0	0.0	1.750	42:00	0.0	0.750	18:00	0.0	0.516	12:23

Legend

Department - This is the Production Department for which we are providing information for.

In – The number of Open ROs currently in the Department.



- This represents the number of “Completed” vehicles for the department. A vehicle is completed when it is moved out of the department.

Goal – This is the dept goal for completed ROs as set in the Preferences of Scoreboard.

Goal %- The percentage to Goal the department is at currently.

WIP – The total number of labor hours for the labor type associated with the department as set up in Admin Production.

Today – The number of vehicles that have been “completed” today.

WTD – Week to Date “Completed” ROs since from Sunday.

MTD – Month to Date “Completed Ros starting from the 1st of the month.

Last Cycle Date - The date/time that the last vehicle was “Completed” in the department.

Last Cycle Days - The number of days since the last vehicle was “Completed”.

Last Cycle Hours – The number of hours:minutes since the last vehicle was “Completed”

Labor – The Labor Type as assigned in the Admin Production screen for the department.

Labor % - The percentage of the assigned Labor Type that is used to calculate Throughput and WIP.

TP – The number of hours “Completed” today for the department based on the Labor Type and Labor % as set up in Admin Production.

Cycle Days – The average days that the “Completed” today ROs spent in the department.

Cycle Hours – The average hours that the “Completed” today ROs spent in the department

WTD TP – The number of hours “Completed” WTD for the department based on the Labor Type and Labor % as set up in Admin Production.

WTD Cycle Days – The average days that the “Completed” WTD ROs spent in the department.

WTD Cycle Hours – The average hours that the “Completed” WTD ROs spent in the department.

MTD TP – The number of hours “Completed” WTD for the department based on the Labor Type and Labor % as set up in Admin Production.

MTD Cycle Days – The average days that the “Completed” WTD ROs spent in the department.

MTD Cycle Hours – The average hours that the “Completed” WTD ROs spent in the department

Setting up the Grid

To select what Items are viewable in the grid simply click the "*" located on the top left of the grid to reveal the column list. This list will show all available columns to be displayed in Scoreboard, to add any column simply check the box to have it appear in the Grid. To remove a column we just need to uncheck the column box from the list. You can rearrange your column headers by clicking and dragging the headers to the desired position in the grid or by clicking and dragging the column names in the column select

* Department	In	✓	Goal	Goal %	WIP	Today	WTD	MTD	Last Cycle	TP	Cycle Hours	WTD TP
Department				25.00%	0.0	1	18	28	3:59	0.0	0:00	0.0
In				50.00%	0.0	2	28	30	3:59	0.0	6:43	0.0
Done				80.00%	41.4	4	28	37	2:30	15.1	88:47	90.0
Goal				0.00%	0.0	2	11	11	4:46	0.0	41:00	0.0
Goal %				0.00%	0.0	5	18	25	3:07	0.0	28:38	0.0
WIP				0.00%	0.0	0	3	5	22:24	0.0	--:--	7.0
Today				20.00%	88.0	2	18	24	2:30	8.1	0:00	120.5
WTD				10.00%	81.7	1	15	19	3:21	9.6	24:44	113.8
MTD				10.00%	89.7	1	12	18	3:21	4.4	21:15	43.8
Last Cycle Date				0.00%	0.0	0	2	2	22:25	0.0	--:--	1.0
Last Cycle Days				10.00%	0.0	1	13	19	3:21	0.0	0:00	0.0
Last Cycle HH:MM				30.00%	0.0	3	12	19	2:54	0.0	25:36	0.0
Labor				10.00%	0.0	1	8	15	1:38	0.0	4:57	0.0
% Labor				0.00%	0.0	2	16	16	0:34	0.0	105:08	0.0
Today Throughput												
Today Cycle Time (Days)												
Today Cycle Time (HH:MM)												
Week to Date Throughput												
Week to Date Cycle Time (Days)												
Week to Date Cycle Time (HH:MM)												
Month to Date Throughput												
Month to Date Cycle Time (Days)												
Month to Date Cycle Time (HH:MM)												

RO Cycle Detail Screen:

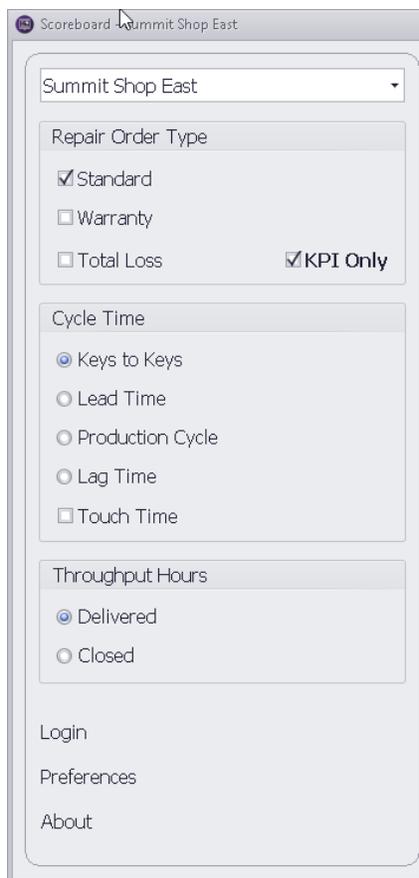
As you may notice the **Today, WTD, MTD** columns are boxed and bold in the grid. If you click on any of these fields this will open the Cycle Detail screen for that department. This screen shows the ROs that make up our total for the department and provides additional information about the RO as well as the exact Cycle Times for the departments it has been through. This screen is useful when trying to find out why cycle times are much higher than the norm.

RO	Status	SCHEDULED IN	VEHICLE HERE	BLUEPRINT	HOLD	PARTS HOLD	FRAME	BODY	PAINT	REASSEMBLY	SUBLET/MECH	WASH	QC/FILE	ALDIT	READY	DELIVERED
17962	Open	0:00	90:29	28:26		0:00	0:00	0:15	21:55	8:32		0:00	15:09	6:09	1:07	
17792	Open	0:00	0:36	0:00		0:00	0:00	0:00	07:36	9:40		01:40	1:48	2:12	69:06	
17912	Open	0:00	1:42	47:21		02:57	6:48	49:18	107:39	0:00		0:00	15:49	4:57	2:18	
17809	Closed	0:00	0:55	70:44		01:05	6:01	21:55	47:25			1:10	0:40	0:59	105:12	
17839	Closed	0:04	0:39	7:30		14:39	1:51	0:00	53:35			1:11	0:33	1:21	164:59	
17857	Closed	0:00	1:49	19:40		0:00	0:00	0:00	4:08			0:00	0:34	0:50	105:30	
17908	Closed	0:00	1:11	106:17	47:59	53:23	2:13	05:52	19:44			4:45	0:00	0:24	45:43	
17922	Closed	0:00	0:47	108:14		0:00		5:35	25:14	117:31		0:05	2:05	0:00	70:56	
17952	Closed	0:00	2:25	22:35		0:00	0:00	3:14	2:12	94:70		0:21	1:42	0:46	79:22	
17579	Closed	0:00	43:47	195:14		528:13	095:44	44:56	70:36			5:35	06:02	0:49	164:58	
17750	Closed	0:00	1:05	0:00	0:00	0:00	7:28	23:37	24:57			30:07	1:17	3:45	105:25	
17781	Closed	0:01	3:07	106:59		06:36	25:12	08:30	20:06			3:32	1:42	0:36	104:25	
17918	Closed	0:00	0:33	44:53		06:46	0:00	52:49	20:07			3:33	1:05	0:00	105:48	
17938	Closed	0:00	0:49	0:00		0:01	23:33	05:51	19:35			1:47	0:51	07:25	31:08	
17539	Closed	0:09	6:30	6:30				19:35	4:05	0:00		0:00	0:00	0:01	47:05	
17872	Closed	0:00	1:09	41:45	3:30									4:51	22:30	

KPI Header:

Located at the Top of Scoreboard is our KPI Header the default KPI displayed here will be Keys to Keys and Delivered Hours in days. We can easily change our displayed KPI by clicking on the  at the left of this header.

 KPI	Today	WTD	MTD	YTD
Keys to Keys	12.33	12.25	18.22	15.87
Delivered Hours	95.1	274.8	793.9	23981.1



Once you click on the  this menu will open on the left side of the Scoreboard window. This menu allows the user to access different KPI as well as the login, preferences and about windows.

At the top of the side menu we have the location selector for MSO single server set ups to easily switch between locations, in preferences the option for using Shop ID instead of the Company Name for easier identification is available

The Repair Order Type selection gives us the option to filter out ROs that are Warranty, Total Loss, or Standard ROs from our KPI header and Scoreboard Grid. As a default setting the “**KPI ONLY**” box is checked, this means that any RO filters we select will only affect the KPI Header figures, if we uncheck this box then the filter will also apply to our department grid values.

To change the KPI listed in the KPI Header select the Cycle Time or Throughput Hours KPI you would want to display. At the next refresh the KPI header will update to the new KPI. You can expedite the refresh by clicking the pause button in the bottom right of Scoreboard and then hitting play.

Keys to Keys – Vehicle Arrival Date to Delivery Date

Lead Time – Vehicle Arrival to Repair Start

Production Cycle – Repair Start to Vehicle Ready

Lag Time – Vehicle Ready to Actual Pickup

Touch Time – Check this box to convert the selected cycle time KPI to a Touch Time for the same date ranges.

****Touch Time is the total RO Hours divided by the number of days in the shop as determined by the KPI Dates Used.****

Throughput Hours :

The throughput hours are based initially on the delivery date (Actual Pickup). If an RO has not been delivered, then it would not be included in these hours. Alternatively, you can display the Closed Hours which would represent the total hours for all closed ROs within the date period.

Kiosk Mode:

You can activate Kiosk mode by hitting the “M” key on your keyboard. Kiosk Mode maximizes scoreboard on your display and hides any unnecessary spaces to gain as much screen real estate as possible.

Preferences (General):

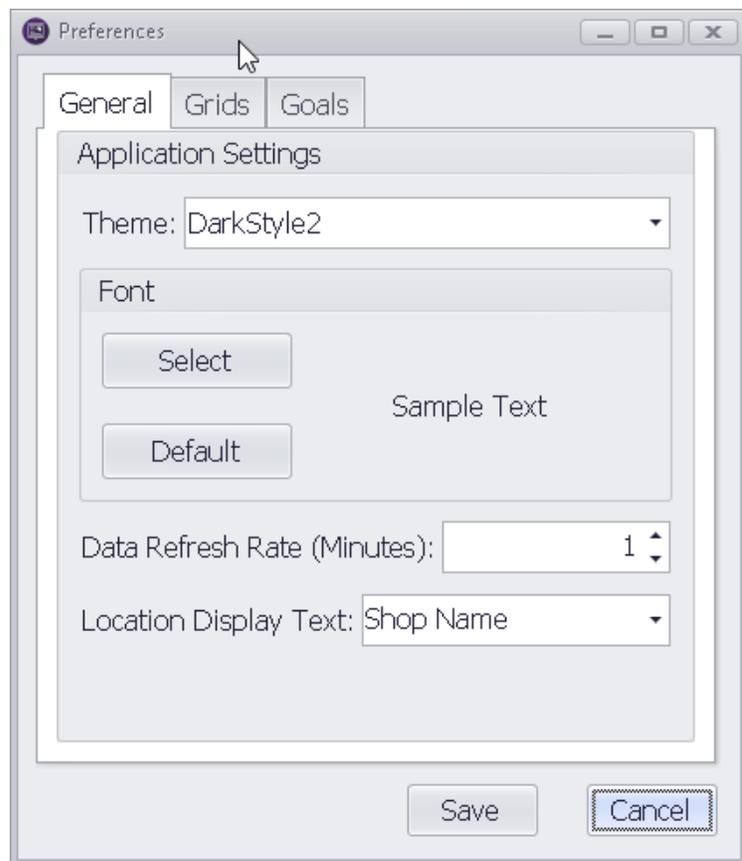
From the side menu select Preferences to access more customization options.

In the General tab we can set themes for how we want scoreboard to look, themes dramatically change how the app appears which can help in low light or direct sunlight areas.

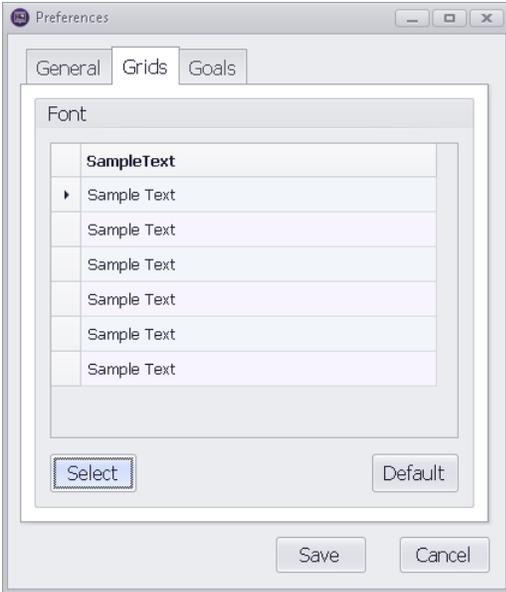
The font box is where we can make changes to the KPI Header Text, adjusting font, size & style.

As a default Scoreboard is set to auto refresh every minute. It is our recommendation to set this to every 5-15 minutes. The user can always manually refresh the data by pausing the application and resuming in the bottom right of Scoreboard.

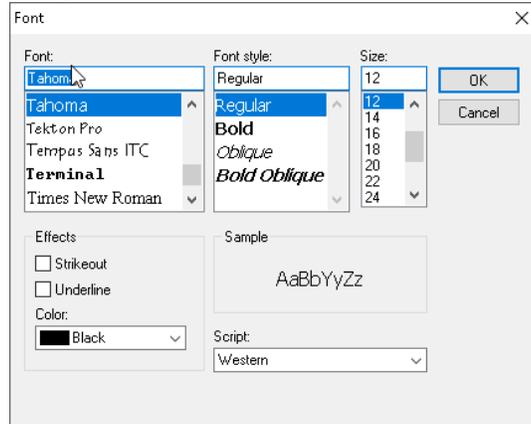
MSO's with Single Servers have the option to display the Shop Name or Shop ID to identify locations easier. Shop ID is set in the Administration Module of Summit in the Company Tab under Multi Location.



Preferences (Grids):



The Grids tab is where the user is able to change font and size for the Scoreboard Grid. Click the Select button to bring up the font selection window to make your changes.



Preferences (Goals):

The Goals Tab is where the user can set department goals for completed ROs. This is a Global setting any changes made to Goals at one workstation will flow to all others.

