

Taking Your Small Shop to the Next Level

Identify your shop's strengths and areas that you can improve by taking simple steps.
Small steps can lead to big and lasting changes.



1) List 2 - 3 strengths in your shop.

ie. what do your customers compliment you on, what do you enjoy the most, etc..

1) List 2 - 3 tasks or other elements of the job that you like the least or are the most stressful.

What are your biggest challenges or “pinch points?”

- 1) the Desk
Admin & Customers
- 2) the Shop
Physical shop space
- 3) the Team

The Desk

Cash flow
Shop Rate
Deposits
Estimates to Invoices
Item Pricing
Schedule
Time tracking
Deadlines
Customer communication



Cash Flow

Shop Rate

When did you last update your shop/ labor rate?

Do you know that your shop rate covers your overhead?

Deposits

Do you have any deposit policy?

Estimates to Invoices

Are your estimates accurate for what the invoice *should* be?

Item Pricing

When did you last update your material pricing?

Do you know what you are paying for items vs. what you are charging?





Oyster Creek Canvas Customer Agreement

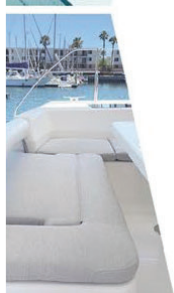
Oyster Creek Canvas guarantees our workmanship and materials within reason. Warranty work is evaluated on a case by case basis. Estimated dates of completion are based upon ideal weather conditions and are subject to delays caused by inclement weather, product availability, and boat accessibility.

A deposit is required to hold your place on the schedule and to order materials for the project. Remaining balance is due upon installation and/or possession. If the customer cancels work within 30 days of the scheduled project dates, the deposit may be refunded less the cost of non-stock materials ordered for that project.

Oyster Creek Canvas has permission to board your vessel to estimate, measure, install or remove products before, during and after installation. Any design alterations, or additional requests to the specifications discussed once production has begun will result in an additional charge. Repair or replacement of any pre-existing damaged materials or hardware that is undetected at the time of the design consultation will result in an additional charge.

Oyster Creek Canvas does not assume liability for the vessel or contents. The vessel owner will carry any necessary hazard and liability insurances.

Oyster Creek Canvas retains all ownership of partial and/or finished product until your account balance is paid in full. All accounts not paid within 15 days of notice of completion will incur late fees.



Measure, etc. ▾ Covers: sail, skiff, tonneau, etc. ▾ Cushions ▾ Patio ▾ Sheet1 ▾ Scan ▾



CANVAS WORK ORDER

[illegible]

Schedule

Time Tracking

Do you know how long any particular project should take?

Customer communication

Can you reliably tell a customer when their project will be finished?

Deadlines

Are you meeting them?



Name: *Steve* Pay Period Date: *- July -*

Date	Job	Work Notes	Hours
7-18	<i>Matth</i>	11:30-1:00 Binding + windows 2-5:00 AFT Curtains 1:00-4:00 Rail Cover	1.5 3
7-18			8
7-18	<i>Matth</i>	install SINGART Curtains + Pelvic AFT back Prop	1
7-19			
7-20	<i>Jay + Penny Grant</i>	10:30-12:30 Rail Covers	2
7-20	<i>7-20 Sandy</i>	12:30-1:00	1.5
7-21	<i>Marinaut Keel</i>	1-5:30	4.5
7-21	<i>Marinaut Keel</i>	9-5 - installed window covers. work on machine +	8
7-22	<i>Randy + Jane Grant</i>	9-5 Rail Covers	3
7-22			7

T-Mobile 1:43 PM 57%

Search

ON THE CLOCK	
A Jess's hours since 9:51AM this week	3.37h 16.7h
OFF THE CLOCK	
AIKEN SKIFF	i
LEE CONSOLE	i
MUNSON CUSHIONS	i
HORAN PILLOWS	i
BURNS CUSHIONS	i
BYS SABRE 43-03	i
ASPEN	i
EL SUENITO PATIO TOP	i

Jobs Entries Pay Periods More





MASTER SCHEDULE ☆									
	DUE	CUSTOMER	JOB	LOCATION	STATUS	MATERIAL	ATTN	HOU...	
30									
31	TBD	NICHOLS BOATS - B -	AWNING/ BIMINI	WHIDBY	PATTERN	<input type="checkbox"/>		60	
32		MORGAN BRUNSTROM	CANOE COVER	SHOP	WILL BRING IN	<input checked="" type="checkbox"/>		10	
33		BETH SHIRK	SMALL CUSHION	SHOP	FABRICATE	<input checked="" type="checkbox"/>		2	
34	ASAP	RAM - THE GRAND	PATIO TOP	DOWNTOWN	WAITING ON CUSTOMER	<input type="checkbox"/>		15	
35		NW EXP - DECEPTION	NEW FB BIMINI, NEW FRAME		PENDING CONFIRMATION	<input type="checkbox"/>		30	
36		FRIDAY JANUARY 20				<input type="checkbox"/>	HOURS	117	
37									
38		GLEN CANYON	T-TOP PANEL SET	SHOP	FABRICATE	<input checked="" type="checkbox"/>		20	
39		MARK ABERLE	X6 CUSHIONS		PENDING DEPOSIT	<input type="checkbox"/>		15	
40	07/19/22	MUNSON - 48 ACS N SLOPE	X8 CUSHIONS X3 PRIVACY CURTAIN	SHOP	FABRICATE	<input checked="" type="checkbox"/>		16	
41	ASAP	SASSE	CUSHION WARRANTY RE-DOS	SHOP		<input type="checkbox"/>		60	
42		FRIDAY JANUARY 27		Greg, off this week, MFA Conference WED - weekend Jess & Matt off Thur & Fri		<input type="checkbox"/>	HOURS	113	
43									
44		ASPEN - EDWIN LEE	MOD & INSTALL BUG SCREEN	VANCOUVER	GREG	<input checked="" type="checkbox"/>		7	
45		JEFF SHELMAN	PLANE ENGINE COVER		PATTERN	<input type="checkbox"/>		15	
46		ANNIE WILLIAMS	FW BIMINI & 5 RIGID WINDOWS	GATE 3	PENDING DEPOSIT	<input type="checkbox"/>		45	
47		FRIDAY FEBRUARY 3		Jess off Mon & Tue, POST CONFERENCE		<input type="checkbox"/>	HOURS	67	
48									

The Shop

Showroom

Work Space

Surfaces

Storage

Projects & Inventory

Incoming vs. outgoing

Traffic Flow

Tools

In shop

To go



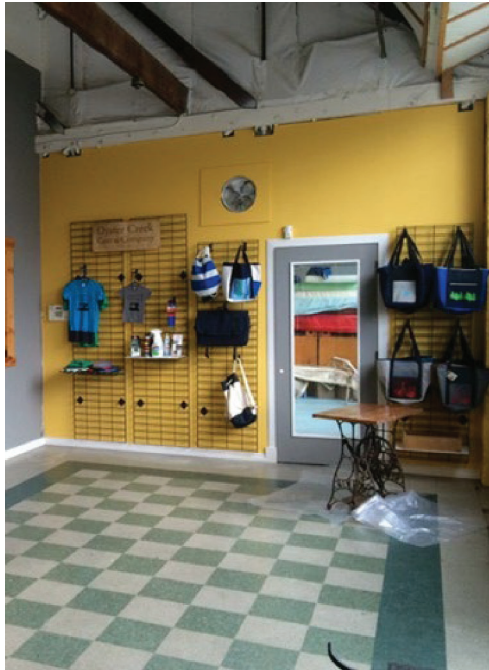
Showroom

Showroom:

Do you have a dedicated space for welcoming and working with customers inside your shop?

Do you have examples of your work to show?





Workspace

Surfaces

Storage: Projects & Inventory

Do you know what is in stock? Is it easily accessible?

Are materials in the shop when it's time to start your project?

Storage: incoming & outgoing

Do you have a dedicated place for incoming repairs etc?

Tools: inside the shop

Are the tools you need readily accessible?

Tools: outside the shop

Do you have everything you need to complete your off site tasks?

Traffic flow





The Team

Culture

Expectations

Communication

Core Values

Pay

Perks



Culture

Expectations

Do your employees know what's expected of them on a daily basis?

Long term?

Do you have clear quality standards in place?

Communication

If there is a question about a process or quality standard, do your employees know who to ask?

Core Values

Have you defined what's most important in your shop?

Are your employees personally invested in the success of your

shop?



MARINE
FABRICATORS CONFERENCE



MARINE
FABRICATORS CONFERENCE



Pay

Pay

Do you have a clear plan for wages and raises?

Do your employees have a clear understanding of their wage and what it may take to increase it overtime?

Financial Benefits

Do you currently offer any healthcare or retirement benefits?

Quality of life Benefits

Are there any non -monetary perks available at your shop?



VIII. JOB DESCRIPTIONS

Oyster Creek Canvas is a small business that values and depends on every one of our team members. We currently employ the following positions:

Inside Team Positions:

1. Marine Fabricator Apprentice

Most new hires will begin at this introductory level. Apprentice Fabricators are trained primarily by the Production Manager, and may also receive training from the Owner, Shop Manager, and Fabricators. Apprentices will most often perform Inside Team tasks, including canvas and cushion fabrication, foam cutting, repairs, and production sewing. Apprentices may also be asked to execute some Outside Team duties when necessary. Apprentice Fabricators can expect to retain this title for at least a year after their hire date.

2. Marine Canvas Fabricator I

Fabricators I can accurately, confidently, and quickly block and mark out patterns, cut and assemble bimini tops, mark out and fabricate clear vinyl window panels, and cut/assemble basic mesh- and plywood-bottom cushions. A Fabricator I can effectively and efficiently interpret patterns from the Outside Team, including: zipper and welt placement, flaps, window lines, etc. Fabricator I work meets the quality expectations of Oyster Creek Canvas.

3. Marine Fabricator II - Canvas

Fabricators II can accurately, confidently, and quickly complete all of the duties of a Fabricator I, and can also complete the following tasks without supervision: Sew rigid polycarbonate windows and "smileys," execute a complete dodger, create start-to-finish in-shop patterns from trailered boats. Fabricators II are confident enough in their abilities to assist in training new hires. Fabricator II work meets or exceeds the quality expectations of Oyster Creek Canvas.

4. Marine Fabricator II - Upholstery

Fabricators II can accurately, confidently, and quickly complete all of the duties of a Fabricator I, and can also complete the following tasks without supervision: Independently assess and pattern new cushions on location, complete complex/multi-panel upholstery, Fabricators II are confident enough in their abilities to assist in training new hires. Fabricator II work meets or exceeds the quality expectations of Oyster Creek Canvas.

Next Steps



THE MOST IMPORTANT STEP IS TO JUST START!
Even a few simple changes, make a big difference.

- ☐ Create an organized work order that works for you & use it every time.
- ☐ Track hours for more accurate and efficient scheduling, estimating, and billing.
- ☐ Build checks and balances into your system - get all the info out of your brain, and have your system tell *you* what you need to be doing.
- ☐ Schedule jobs based on realistic amount of production hours per week.
- ☐ Send estimates and complete repairs in a timely manner.
(*Estimates turned around within 1 week, repairs within 2 weeks*)
- ☐ Take deposits (30-50% of job total) & Require a signed customer agreement before work begins.
- ☐ Create (and use!) an appointment calendar. (Google calendar or similar)
- ☐ Set up physical workflow tracking. (files for "to bid," "bids pending," "To bill")
- ☐ Order in bulk, take advantage of truck delivery if available.
- ☐ Designate and limit specific spaces for different items around the shop.
- ☐ Be clear with yourself and with your team about what is expected in your shop.