

## CHRIS KLINGER JOINS IMPORTCAR ADVISORY BOARD

Meet Chris Klinger, co-owner of Precision Incorporated, a 4,000-square-foot shop located in Tucson, AZ. With 25 years of experience under his belt, Klinger knows how to run a successful import repair shop — so well that he now runs it remotely from California. Chris will be lending his expertise to ImportCar's Advisory Board in the coming months.

**How long has your shop been in business?** 22 years.

**How many bays do you operate/repair orders per week?** 9 bays; 125+ repair orders.

### **What is your area of specialty?**

We are Honda and Acura specialists devoted 100% to offering the Honda and Acura owners of our community a high-quality alternative to the dealership. We provide routine maintenance and services that are on par with factory mileage recommendations as well as perform all mechanical and electrical repairs, paint and body repairs, glass replacement, tire replacement and, lastly, we sell OE parts directly to the public.

### **What is the biggest challenge you see facing technicians today?**

The biggest challenge that I see facing technicians today is a lack of easy-to-access and integrated technical information and training that speeds the diagnostic process and reduces the incidence of misdiagnosis.

### **What is the greatest challenge you see facing the industry?**

In my opinion, the industry's greatest challenge is the integration and utilization of developing technology systems. We need to welcome the changing way in which we will be doing business in the future. The industry should embrace the future of web-based software products that will seamlessly work with a multitude of automotive shop software products, and will allow our people to be more successful and competent than our competition.

### **Describe your management style. Detail how you motivate your team.**

I set a very high standard of performance and expectation for myself and our company. Our employees are constantly reminded of that high standard and are asked to perform at their highest levels. Goal setting is important individually and as a group. We regularly monitor our goals and then make adjustments as needed to ensure that we attain our goals. We strive for synergy among our team and try to coach them to perform as a group and, ultimately, when they are successful, they are rewarded with above-average annual pay raises and substantial profit sharing. Most importantly, we want our people to be part of our success and give them the opportunity to reach their highest potentials in this trade.

### **How do you find and keep good techs/employees?**

We have been successful in finding good, career-oriented technicians by maintaining the highest level of professionalism in-house with our current staff. Concurrently, we set a very high benchmark for our staff and technicians and we give them the workload and tooling they need to perform at our desired level. The word has spread about how we operate and how we encourage our technicians to reach their potential, and that, in turn, encourages technicians with comparable skill sets to apply to our organization. We retain career-oriented individuals by providing the environment and benefits packages that these high-end performers require. A professionally run environment with state-of-the-art information systems for all areas of the business, as well as a comprehensive benefits package that includes health care, retirement, paid holidays, paid vacations and profit sharing, are also a major part of the equation.

### **What is the most exciting thing that has happened to your business lately?**

Being recognized by one of our primary providers of OE parts, Showcase Honda, as the single largest independent purchaser of OE parts in Arizona. We reached a new sales goal that is our highest level on record. Our staff and management has performed this feat with only minimal involvement by myself and my partner.

### **Tell us something unique about the way you do business.**

The business is being monitored and controlled by remote-access software. We've created a series of systems in each department that incorporate checks and balances that enable the owners of the shop to work from their offices in California and Florida. We try to utilize technology to its fullest in all areas of the business, not just in the service bay.

### **What do you do in your spare time when you're not reading ImportCar?**

I'm an avid amateur sports car racing enthusiast. I drive a heavily modified Acura NSX in as many events as possible. I also enjoy physical activities like running, biking and surfing to name a few.

### **What is your favorite import car?**

Brand loyalty first and foremost — the Acura NSX. I also love the Ferrari 360 Modena F1 and the Porsche GT3.



Chris Klinger