



Case Study

Tri-Valley Opportunity Council Saves Time, Improves Efficiencies with Paperless Shop

About Tri-Valley Opportunity Council

The Tri-Valley Opportunity Council (TVOC) is a community action agency in Crookston, MN. They strive to provide opportunities to improve the quality of life for people and communities.

They provide services to west Polk, west Marshall and Norman Counties, and offer specialized services throughout Minnesota and North Dakota for seniors, migrant and seasonal farm workers, families in need of childcare, and rural transportation customers.

Used Paper Work Order Forms

The TVOC shop previously used printed work orders on jobs. Technicians were tasked with entering the parts numbers on the work order for any parts used during the services. They also had to punch in and out of jobs on a time clock to track their time.

Process Around Paper Forms Resulted in Errors

Using paper work orders resulted in errors – both in parts inventory and labor. Technicians forgot to punch in and out of jobs, resulting in inaccurate labor hours that had to be corrected. Techs then had to try to remember how long they worked on a job when correcting the time. They also forgot to list part numbers on the WO, so they had to go back in and check which parts were used.

Spending time correcting mistakes and doublechecking work was inefficient for the shop.

Began Using Paperless Shop

To make their shop more efficient, the TVOC began using RTA's Paperless Shop. They installed the module on tablets and kept them on benches so technicians could easily access them.

Using electronic forms in the software solution instead of printing out work orders enabled the shop to be more efficient and accurate. It allowed the technicians to easily track their time by letting them quickly clock on and off each job. It also let them easily clock off for lunch, or other non-job-related tasks like a meeting.

It also let the operation better track parts. Technicians could automatically add parts to their work orders to ensure the parts numbers were added.

Paperless shop gave the staff the freedom to work away from the shop. Employees could now pull up work orders on their phones when traveling to work on vehicles.

With paperless shop, TVOC was able to better track its labor and parts, and ultimately save time trying to correct errors found on paper WO forms.