CASE STUDY

Using the TalassureQ to
Predict Automotive Service
Advisor Performance

Contact:
PDServices
740-397-4928
info@PDServices.com

TALEXIS™
TALENT SOLUTIONS

The Future of
Workforce Solutions

Challenge

An automotive dealership group in the Midwest was having trouble hiring service advisors who performed at a high level. Although new hires appeared to have the skills needed for the position, the average repair orders and total sales dollars generated per month were not meeting the goals set.

Solution

The company began using the TalassureQ as a way to better select those applicants who were best suited to the job.

The company started by first testing all currently employed service advisors and tracking their performance for one year. The company employed 40 service advisors who were given the TalassureQ and had their overall performance measured on two criteria:

1. Average repair orders per month

2. Average total sales dollars generated per month

At the end of the year, the service advisors were ranked based on overall performance on the two criteria. Their earlier scores on the TalassureQ were then compared to this ranking, and the results indicated a very strong relationship between TalassureQ scores and performance.

The table below shows the TalassureQ score and performance statistics for the entire study population as well as the top and bottom ten (10) performers.

**TalassureQ Scores and Performance Results for
Service Advisors in a Midwest Automotive Dealership Group**

TalassureQ Mean Scores

	Scale	Total 40	Bottom 10	Top 10
Can Do	Reasoning	11	10	13
Will Do	People Relations	16	16	15
	Sense of Urgency	15	13	16
	Positive Outlook	14	15	15
	*** Total Score**	**34**	**30**	**37**

*Total Score = Reasoning Score + (Sense of Urgency Score x 1.5)

Performance Results

	Total 40	Bottom 10	Top 10
Average Repair Orders/Month	290	220	355
Average Total Sales/Month	$125K	$102K	$147K

The Can-Do measure (Reasoning Ability) and one scale from the Will-Do measures (Sense of Urgency) proved to be the most effective predictors of performance. However, the most effective predictive model was constructed using the Reasoning score combined with the Sense of Urgency score weighted by a factor of 1.5.

The following graph shows the results of the analysis using TalassureQ scores to predict performance, in this case, repair orders per month. It is clear there is a very strong positive linear relationship between TalassureQ scores and the number of repair orders a Service Advisor generates each month.

Service Advisor Repair Orders Per Month by TalassureQ Score

TalassureQ Scores
Reasoning + (Sense of Urgency x 1.5)
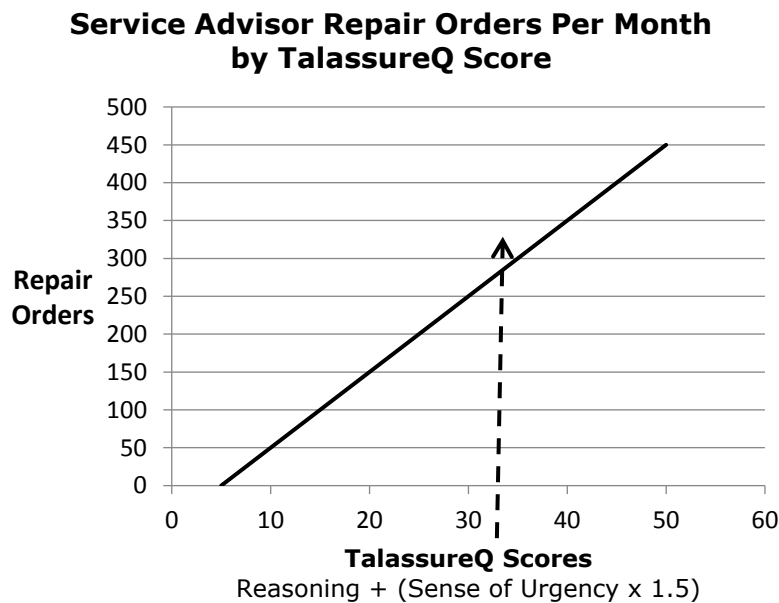
The example in the graph shows that if you have an applicant with a TalassureQ score of 35 (derived from Reasoning Score + (Sense of Urgency Score x 1.5), you may expect that individual to generate an average of 300 repair orders per month.

Result

The results of this case study clearly indicate that the higher the TalassureQ score, the higher the performance is apt to be. Using the TalassureQ as a part of the hiring process provided this company with a much greater probability of recruiting and hiring top performers due to the ability of the results to predict performance levels.

Simply put, the TalassureQ provided the information they needed to focus their staffing efforts on recruiting and hiring top performers.