

You never lose money on the job you guessed on. You lose it on the next one.

In medicine there's a standard of care: what a competent doctor must do before deciding. The repair industry has never had one. Diaforik is the standard of care for diagnosis: written down, taught, held on every job, and measured.

COMEBACKS

\$34,176

64 a year × \$534 each — labor and parts you never billed.

CUSTOMERS NEVER SEEN AGAIN

\$151,200

28 customers lost a year × \$900 a year × the six years they'd keep the car.

WHAT A YEAR OF COMEBACKS COSTS

\$185,376

Unbilled work plus lost business. None of it shows in the books.

A sample shop, marked that way. **Nobody publishes a measured comeback rate, because nobody measures one.** Your audit reads your own.

Your techs know how to turn a wrench. That's not what this is for. This holds them to a standard — a high one — on how a fault gets found and how it gets proven. And the standard doesn't leave when the tech does.

THE AUDIT

Twelve months of your repair orders, read against the published Comeback Standard. Every vehicle that came back, read by hand, diagnostic and workmanship counted separately. What they really cost, store by store. And of course, YOUR shop's number.

THE STANDARD

How a fault gets found and how it gets proven: where to start when you don't know what's wrong. Twelve short chapters, a bit under two hours, read or listened to like an audiobook. Every tech goes through all twelve before the app opens.

THE APP

Most diagnosis starts with the common fix: the pattern, the database, what fixed the last one. Diaforik walks the tech through the vehicle in front of him. Every possible cause listed, the cheapest test that rules out the most run first, until one is left standing and proven. Inspections: integrate the digital inspection you already run, use the 37-point built in, or we can tailor one to fit your shop's specific needs.

One store or fifty

The owner's view shows every store's comeback rate and what it cost, with the store that's drifting flagged first.

It runs beside Tekmetric, Mitchell or Shop-Ware. Nothing to install: phones, a counter screen, a TV for the wall board. No scorecard on any tech: the store is judged as a crew.

How it starts

1. **The audit.** Twelve months of repair orders, then a day in your shop.
2. **Week one.** Set up; your techs go through The Standard.
3. **Every job after.** It goes through the app.
4. **Six months in.** The audit runs again, in writing.

WHAT THE AUDIT READS Parts replaced before the fault was found · time to the second visit · lost customers · tickets with no cause

Start with the audit. I'll tell you your number.

Twelve months of repair orders. Customer names, phones and addresses come out on your own computer, before anything leaves your building. Every price is published at auto.diaforik.com.

Call or text
907-203-7088



Sam Bruley

Fifteen years in emergency services — paramedic, then fire captain. Ten years as a mechanic. The method started in the back of an ambulance.

Published at diaforik.com: method · standard · eyes · crew · summary · instructor · no-ai · laws

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