

# Featured Shop: Roy Rump & Sons

Roy Rump & Sons  
1037 Pinecrest Road  
Ottawa, Ontario, Canada  
(613) 828-3213  
[www.royrumpandsons.com](http://www.royrumpandsons.com)

If first impressions count in the automotive service business, then Roy Rump and Sons, an Ottawa, Ontario full-service facility, succeeds in sending a message of competence and business success. The family-run CARQUEST AutoPLACE member and 2001 CARQUEST Excellence Award Finalist derives their profitability through efficiencies built into both the operations and their facility.

Roy Rump Sr., president, is justifiably proud of the business, which involves his two sons and daughter, along with his grandson in the bays as a co-op student. The well-groomed facility features five bays, split three and two by a centrally located service reception area, with a total of 10 vehicle stalls. Productivity bottlenecks caused by the two-deep arrangement are minimized by a combination of drive-through hoists and enough lateral room to jockey vehicles around obstacles.

A major part of what makes Roy Rump and Sons a successful business is tied to the structure that houses it. The AutoPLACE member facility is not just attractive, but has many features that aren't commonly seen in the service industry. One is R2000 construction, with six inches of insulation in the roof and the walls, combined with dual-pane argon-filled "low E" glass in the building's five roll-up doors.



Energy-saving design also includes the building's electrical service. Glass block that is installed at eye level throughout the building gives additional diffuse lighting. The building is completely air conditioned, and technicians have both washroom and lunchroom facilities.

The basement area is small, but efficient. A small amount of parts storage area is available, but the key feature downstairs is the placement of compressors and bulk storage tanks. Three compressors are installed, with two needed for normal operations, and the third acting as a backup. The backup is plumbed to the main pneumatic circuit, and a single valve and switch actuation brings it online without delay. Basement mounting of compressors, although expensive, significantly lowers noise levels in bays and in the customer waiting area.

Bulk storage tanks for 5W-30 engine oil, coolant and waste oil are neatly arrayed in a spill containment sump and are plumbed for fill and drain at the rear of the building. Oil and coolant are dispensed at wall-mounted stations. Workbenches

are arranged on the back wall, with a PC running Mitchell On Demand installed in a corner workstation.

At the other end of the shop, diagnostic equipment and a drill press complete the package. Electronic scanning and

alignment equipment allow services ranging from an engine change to driveability diagnosis.

An emphasis on training is

conspicuous at Roy Rump and Sons, with an upstairs staff room featuring a ceiling-mounted monitor capable of receiving CARS IDL (interactive distance learning) or playing training tapes from a VCR.

There are computers everywhere, and all seven PCs are linked to form an impromptu LAN, with high-speed Internet capability. Technicians are encouraged to use the Internet bulletin boards such as [www.iATN.net](http://www.iATN.net) to get help with unusual situations. Roy Rump and Sons also uses a website for public information. "All technicians have their own e-mail addresses.

What makes Roy Rump and Sons a successful business, a 2001 Excellence Award Finalists and the 2000 SSGM Garage of the Year can be distilled to a single sentence: It's a business where good technicians like to work, and where good customers like to have their vehicles worked on. What could be simpler?

