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A BELIEVER IN CHANGE

KEEP GOING FORWARD

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A Believer in Change Keep Going Forward

Roy Rump & Sons, Automotive Repair and Tire Centre opened in Ottawa in 1956.

BY SHIRLEY BROWN

Current owner Roydon Rump has been working here since the 1970s. He pumped gas, then obtained his technician's license, moved into management and now ownership. Fast forward to 2016, and there are two third-generation Rumps in the business and Roydon is hoping for a fourth generation to join! In 1996, Rump & Sons built a new shop with five bays and ten slots. There are five licensed technicians, one apprentice, two front counter people, and a Drive Clean expert at the shop.

Roydon is a man who believes in change, a guy that gets things done... and his shop reflects that. Today Rump & Sons is a completely paperless facility! The shop's Service Advisors and Technicians work with tablets via a program integrated with their service provider Mitchell 1. Rump says, "the customer comes in, their information is entered into a tablet and a technician picks up what work needs to be done on his tablet. We have a full inspection order for all customers in the computer, so the technician goes over the vehicle fills out the electronic inspection sheet listing all the faults and repairs needing to be done, which then goes as a report to the client. It's e-mailed to them while we're still working on the vehicle. They see what's been done via actual photos."

Big On Training

"We do a lot of training and it's all done through the CARQUEST banner program, TECH-NET. We also take the CARQUEST



Roydon Rump, President, Rump & Sons Automotive Repair & Tire Centre

Technical Institute (CTI) training, plus the CARQUEST On Line Interactive Training. That one is fairly new but pretty good! It's getting better and better... you do an actual repair online. If you're wrong, you can go back and start again. TECH-NET training is just one hundred percent! Previously, it had a great management program that I've taken," states Roydon, whose business also includes AARO (Automotive Aftermarket Retailers of Ontario) training. Rump says that his technicians are very good at diagnostics. They have most

"We're into our third generation and we're going to go full bore ahead!"

Roydon Rump, President,
Rump & Sons Automotive Repair & Tire Centre

OEM vehicle scan tools and subscriptions to the automakers' sites. "It was a good investment—you get the needed information and that makes a big difference in diagnostics work."

PHOTOS: CHRISTOPHER SNOW



A highly knowledgeable and dedicated team is an integral part of Rump & Sons' success.



Current location is spotless. Built in 1996, it features five service bays.

There's a great relationship between Roydon and his local jobber, the CARQUEST store in Nepean, Ont.,—which supports Rump & Sons one hundred percent. "If there's an issue, there's always a solution," says Rump. As for parts, he says it's one-stop shopping when he needs anything and the parts get to him quickly. At the end of the day, Roydon puts in his stock order and the parts are there the next morning. The Nepean CARQUEST store offers fast delivery.

Great Team

Roydon credits his team for the success they have—it's a solid effort. "We've

always made it a mission to be up to date with technology and training. We have long-term employees that are very knowledgeable our customers trust them and we keep the shop spotless inside and out. We treat people the way we want to be treated and it all adds up," he says.

Rump also acknowledges that the shop's clientele have been instrumental in the success of the business over the last 60 years. "Our customers are great—some are even in their 90s," he says. "They dealt with my Dad, then me and now my son Tyler." Roydon says that

word of mouth definitely helps in attracting new customers, but he also acknowledges that many of them actually come via Drive Clean emissions test appointments.

"In regards to automotive service, we're into our third generation and we're going to go full bore ahead," says Rump. "Our objective is to keep up with technology, telematics, electric cars, electronic systems, etc. We're going to keep going forward! It seems that it's full steam ahead for Roy Rump & Sons, with not only a great outlook, but a great future as well!"