

## SERVICE OPERATIONS ASSIGNMENT – ACTION PLAN

**S** Specific    **M** Measurable    **A** Achievable    **R** Relevant    **T** Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?  
Example: "I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2020."

**S M T**

I will increase my Tech's proficiency rate from 41% to 61% by 12/31/23.

How does this goal align with or support your dealer's vision?

What are the BENEFITS of achieving your goal? What are the CONSEQUENCES if you don't?

Why is this goal important to you?

**R**

We would all benefit gross wise and have better fixed absorption rate. This goal is important to me to improve service department and to grow as well. If we keep doing it how we have , then we will continue to decline.

FIXED OPERATIONS 2 – SERVICE

What specific actions or steps will you take to accomplish your goal? What will you do differently or improve?

For each, be sure to include necessary resources, who is accountable, the measurable result, and dates.



SPECIFIC ACTION/STEP	NECESSARY RESOURCE(S)	ACCOUNTABLE PERSON(S)	EXPECTED RESULT	START, END, & CHECK POINT DATES
2 Teams	Tech's, training.	Service Director	20% increase proficiency	11/15/23-12/31/23
multiple shifts	schedule	Service Mgr	More RO's per day	11/15/23-12/31/23
Extended hours	Schedule	Service mgr	More WIP. Higher ELR	11/15/23-12/31/23
Training	Trainer	Service mgr/ GM	More wip/ more available hours to sell.	11/15/23-12/31/23
EV only Mechanics	Trainer/school	Service mgr/ GM	More EV allocation. Higher ELR. Higher warranty pay	11/15/23-12/31/23

## SERVICE OPERATIONS HOMEWORK – ACTION PLAN

How will you track your progress? Where will you find the information? How often will you check in?

**S M A T**

Will Track progress By dms and excel spread sheet base emailed every night with department heads.

Potential Obstacles?

**A**

Recruiting on additional talented techs

Potential Solutions?

**A**

Hire straight from tech school or have a trainee program

**BOTTOM LINE!** What is the financial impact (expressed in dollars) of achieving your goal?

**S M R T**

20% increase should add \$20,088 to our gross alone.

**CONGRATULATIONS!** You've accomplished your goal! You added or adjusted policies, procedures, and behaviors. Now what? How will you ensure you and your staff do not fall back into the previous habits that produced poor results? Be specific.

**S A**

I will inspect what to expect with my service director weekly. Repetition will play a big roll on this. Keep employees happy by making them feel appreciated and to keep training monthly.