



<p style="text-align: center;">STRENGTHS</p> <p>CORE STAFF ADVISOR/ TECHNICIAN COMMUNICATION GOOD MORALE MANAGEMENT LISTENS TO CONCERNS TEAM</p>	<p style="text-align: center;">WEAKNESSES</p> <p>PARTS AVAILABILITY CLUTTER (TOO MANY ENGINE CORES) APPROVAL TIME FOR REPAIRS POOR CUSTOMER CONCERN WRITE UPS NO DIAGNOSE CHARGE</p>
<p style="text-align: center;">OPPORTUNITIES</p> <p>BETTER MPI'S FASTER QUICK LUBE LANES CLEAN SHOP WITH DOWN TIME USE MORE OEM PARTS</p>	<p style="text-align: center;">THREATS</p> <p>CUSTOMER DEFECTION ADVISORS DON'T SEEM LIKE THEY CARE MORE EMPLOYEE TURNOVER</p>