

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**

My goal is to increase our current overall technician proficiency from 73% as of 11/30/2023 to 78% by end of business 12/30/2023.

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 are really backed up in our shop and if we were to increase our proficiency then not only will our gross go up, but our customer satisfaction should also increase as work is completed faster. If we do not increase our technician proficiency we run the risk of complacency in the shop.

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
Shop Foreman to help properly distribute different types of work to the correct technician	Daily Spreadsheet which is discussed every morning to monitor pace. [attached	1. Service Manager 2. Shop foreman 3. Advisors 4. Technicians	5% increase of technician proficiency will add \$10,205 to the bottom line.	11/30/2023 - 12/30/2023 with daily morning check ins.

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

We have a live TV in the shop that will display current technician proficiency and will highlight red or green if they are pacing ahead or behind the goal. [individual and team]

Potential Obstacles?

A

We do have two technicians going on vacation for a week in December

Potential Solutions?

A

We have a new hire that is already a level 3 technician that should start on the 5th to help pick up the slack.

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

S M R T

5% increase of technician proficiency would equate to a total of \$10,205 to the bottom line.

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

We will continue keeping our live technician proficiency tracking visible in the shop AND have a meeting every single morning pushing this.