

Scott Thayer

N423

Name: _____

Class #: _____

Freightliner of Hartford

East Hartford, CT

Dealership: _____

Location(s): _____

four

How many people participated in this meeting? _____

What is your vision?

Customer for life <input checked="" type="checkbox"/>	Gross profit domination <input checked="" type="checkbox"/>	Both <input type="checkbox"/>	Other <input checked="" type="checkbox"/>
<p>Explain: This is an addition to my SMART GOAL of Technician turnover. We have a company wide, technician turnover rate of 42.5%. Our A level rate is zero, but our B&C level is revolving in and out the door with a 3 year tenure average. We are failing to train along the C&B level techs into A level Technicians because we have no career pathing from start to finish. The development progression timeline is being delayed, the height of the career path mountain is undefined.</p>			

Identify a minimum of three strengths, weaknesses, opportunities, and threats.

<p>Strengths</p> <ul style="list-style-type: none"> -MULTIPLE BUSINESS PLATFORMS -On site classroom training facility -Dealer trainer available on the floor during the average day -Strong presence of A level Techs -Web based start up training programs for pre-requisites 	<p>Weaknesses</p> <ul style="list-style-type: none"> -lack of alignment across locations -fear of losing talent versus transferring when skillset out grows the non dealership facilities. -poor technician culture -limited support at current stature
<p>Opportunities</p> <ul style="list-style-type: none"> -We have room for growth -room for development -ability to mentor our group in a way no other organization close to us has the ability to do 	<p>Threats</p> <ul style="list-style-type: none"> -Buy in -process evaporation -effort in kick off -falling behind other organizations -generational shift