



Financial Management Objective Homework

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Class #

I plan to accomplish the following objective Parts - Week 2 *by*
our next class on: 5/15/17.

Action plan for achieving objective				
What is the area of focus?	Department	Month	Page	Column
Increase service department operating profit from negative to positive number. (Be profitable)	Service	January	29	9
<p>What is the proposed plan? How will you achieve it?</p> <p>Reduce Expenses by 5k, increase gross by 5k. Review and control overtime. Check staffing level for porters and quick service technicians. Check staffing level for express advisors - reduce (share) one advisor with Acura to cover hours of operation. (-5k, 3.1 advisor, 1.9k OT) Increase overall service gross by weekly review of discounts and sharing results in Advisor meeting. Increase overall service gross by standardizing the estimate system in CDK, Daily review of repair orders by management, and sticking to pricing structure. (+3.5k, -1k discounts, +2.5k CP ELR) Tools and supplies credit - weekly look at the RO# vs. credit, and review tool expenses (+1.5k)</p>				
<p>How will you track your progress? What measurements, KPI's? How often will you track?</p> <p>Monthly - Will review staffing levels with Service manager for porters and Express techs. Weekly - Overtime will be reviewed on a weekly basis using the ADP portal for time punches and review with Service and Porter manager. Weekly - will review with Service manager, parts manager and advisors: number of repair orders written by advisor - CDK, along with effective labor rate- CDK, and percentage of discounts over baseline of previous</p>				

<p>90 days - manual calculation of Advisor Performance report. Will review CDK reporting of estimate and pricing tool for deviations from standard. CDK - review RO credits for supplies and expense report for tool spending.</p>
<p>Who are the employees that will be involved, or impacted? Will they require training or assistance? General Manager, Service and Parts Director, Service manager, Parts manager, Porter manager, Express Advisors. (Express advisors will need to cross train for both VW and Acura.)</p>
<p>Is there a cost, or estimated cost for implementation? CDK Estimating tool and I-pad write up tool - (+1.5K) (+3000, - 1500)</p>
<p>Projected date of completion? May 15, 2017</p>

Provide the relevant composite data

Jan. (-10412)	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.