



## Financial Management Objective Homework

**Student**  
**Class #12**

Mike Reading

**Name:**

PAG

**Academy**

***I plan to accomplish the following objective  
our next class on:***

**by**

Grow our customer pay flat rate hour average by .3 hours per repair order. That will add an average of \$20K more in monthly service GP.

**Objective:**

Service

**Department:**

<b>Action plan for achieving objective</b>					
<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>
appointment preparation, drive through sales of tires, alignments and details.					
<b>How will you track your progress? What measurements, KPI's? How often will you track? I will track it through the PAG browser, service KPI tab which breaks out the details by advisor measuring against their past performance.</b>					
<b>Who are the employees that will be involved, or impacted? Will they require training or assistance?</b>					
All Service Advisors will be involved. Hand holding and accountability to sticking with the processes will be required.					
<b>Is there a cost, or estimated cost for implementation? No additional cost/expense above what is already in place.</b>					
<b>Projected date of completion? Looking for a monthly improvement to be measured against YOY to date comparatively.</b>					