

<p style="text-align: center;"><b>STRENGTHS</b></p> <p>1 Master Tech Foreman          1 Good Service Advisor          High Retention Rate on New sold GMC during first 3 years.</p>	<p style="text-align: center;"><b>WEAKNESSES</b></p> <p>Shop Productivity          Younger Technicians          New Service advisor with no experience.</p>
<p style="text-align: center;"><b>OPPORTUNITIES</b></p> <p>Increasing Hours Per RO          Increase Shop Productivity          Training new service advisor to become more effective.          Training our young techs to become more productive.</p>	<p style="text-align: center;"><b>THREATS</b></p> <p>Local Shops cutting prices.</p>