Improve Warrancy Receivable Frozen Capital

Today's Date: **8/5/18** Target Date: **4/1/19** Start Date: **8/1/18**

Date Achieved: ________

Department	Month	Composite Page	Column	Line
Service		**7**	**3**	**1**

SMART GOAL

Specific: *What exactly will you accomplish?* *KPI is $70240.43. KPI will be $60,000.*

My goal will be to decrease warranty receivable frozen capital to $60,000 (BOC Toyota).

Measurable: *What reports / calculations will you use to measure your results?*

I will rely upon the calculation for warranty receivable frozen capital:

Warranty Claims Receivable - Avg. YTD Warrancy Claims sales x 25%

Achievable: *Is achieving this goal realistic with effort and commitment? Have you got the resources to achieve this goal? If not, how will you get them?*

This goal should be achievable with realistic effort and commitment barring the existence of unforseen circumstances.

Relevant: *Why is this goal significant to your dealership operations? To You?*

Frozen assets are assets we have earned but cannot utilize for business activities. This makes us less efficient and negatively impacts dealership profitability.

Timely: *You answered "what" under specific. Now tell us BY WHEN.*

I hope to reach the goal outlined under specific by April 1, 2018.

Take Action!

Potential Obstacles	Potential Solutions
Difficulty sending invoices faster / more ofte	Streamline warranty billing process

Who are the people you will ask to help you?

Controller. Warrancy receivables clerk. Service and parts director.

Specific Action Steps: *Break down your BIG goal into smaller, intermediate goals. What are those steps?*

What?	Expected Completion	Completed
Determine how often we send invoices	9/1/2018	
Begin sending invoices faster	3/1/2019	
Write off / investigate aging receivables	1/1/2019	

Other Information / Comments:

Philippe LeBlanc

Print Name

Manager Signature

8/5/2018

Date

N338

Class Number