

Student Name: Chrissy Monaco

Class #: N325

I plan to accomplish the following objective by our next class (on 6/12/17): I plan to raise the Internal Labor Rate to match the door rate. Along with this change I plan to keep a close on and communication to see that the used vehicles are front line ready within 3 days.

Provide the relevant composite: #32 Service Repair Order Analysis – Column 8. Can really compare our ILR compared to the class. *Extremely low* compared to class and compared to our Door rate which is \$105/car & \$114/truck.

What is the area of focus: The service department ILR & the Used Car Department

What is the proposed plan? How will you achieve it? I have proposed a plan and am ready to sit down with both the Sales Managers (new & used) along with the Service Manager & P/S Director. I will explain the research that has been done and the move we are making to match the ILR to our door rate. With this I expect some commentary from the Used car manager but in turn he will receive the used vehicles no later than 3 days and they will be Front Line ready.

How will you track your progress? What measurements, KPI's? How often will you track?

I will track the progress by adding ILR/3 day front line ready to the agenda for the weekly management meetings that I hold. I meet with sales management on Tuesday mornings and I meet with service management on Wednesday mornings. I have decided that in the beginning phases of implementation I will have a joint meeting every other week to open up communication about this topic.

Who are the employees that will be involved, or impacted? Will they require training or assistance? The technicians will be pushed to meet deadlines-but I feel this should be treated no differently than any other time. The service management and sales management will have to work closely to make sure they are both upholding their ends of the deal and I plan to monitor that. Assistance might be the weekly meetings for now.

Is there a cost, or estimated cost for implementation? No direct cost – time to make sure the processes are properly in place.

Projected date of completion? I spoke to my department managers on Monday May 1st - I wanted there to be a clean start for the month. Next week will be our first week of “update” meetings on the change.