



Financial Management Objective Homework

Student Class # Scott Trujillo **Name:** N325 **Academy**

I plan to accomplish the following objective our next class on: 06/12/2017 **by**

Provide the relevant composite data

Department	Mont h	Page	Colum n
Service	Marc h	32	2&8

Labor rate
What is the area of focus?
Effective labor rate as it pertains to customer pay and internal.
What is the proposed plan? How will you achieve it?
First, a meeting with the service advisors to discuss the factors that influence the drop in effective labor.
Additionally, adding controls to reduce the access for entering discounts. Lastly, increasing hours per
R.O to help offset Quick Lane services.
How will you track your progress? What measurements, KPI's? How often will you track?
First, our DMS has reporting for effective labor rate and will break it down by advisor. Also, the composite has an infinite amount of information to help.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
The employees involved are the service manager, shop manager and all advisors. The techs are also involved in the process by doing effective inspections which will increase hours per R.O.
Is there a cost, or estimated cost for implementation?
There is no real cost to implement, however, if this is not effective a spiff program may be required.
Projected date of completion? This will be an ongoing work in progress,

but implemented in May.

Jan.	Feb.	March	April	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec.