



Financial Management Objective Homework

**Student
Class #**

Matt Cole

Name:

N3251
6

Academy

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

by

**Provide the relevant
composite data**

Department	Mont h	Page	Colum n
SERVICE	3	32	3

Action plan for achieving objective
<p>What is the area of focus? To improve Hours per RO on customer pay from 1.7 to 2.0.</p>
<p>What is the proposed plan? How will you achieve it? The proposed plan would be to initialize a better communication between advisor and customer to allow the TO of the MPI to upsell the findings rendered from the MPI. I will start by implementing a strategy and process to clean up how we present the MPI form 100 % and when the MPI form is introduced to the customer to make sure the customer is more aware of how we will be sharing the information after we have done the in house MPI on their vehicle. The first thing in the implementation is introducing what we will do as soon as the customer process starts with check in by the advisor by reviewing the MPI and what it consists of on the health of their vehicle.</p>
<p>How will you track your progress? What measurements, KPI's? How often will you track?</p>
<p>We will track the ongoing process of two things which will tie each one together. Percentage of MPI's that have been received by customer, able to pull from CSE</p>

survey from Honda. Also be able to track the Hours per RO off the technician RO Time Report Customer. Service Advisor Performance Report.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
All Customer interfacing Service Employees, Cashier. All employees will need associated training to what part of the customer interface they will be handling.
Is there a cost, or estimated cost for implementation? There will be a nominal cost of training supplies and possible outside training tools. I would think that there would be an associated fee of approximately \$1000 for thorough training and supplies.
Projected date of completion? 12/31/17

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