



Financial Management Objective Homework

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Academy Class # 040

I plan to accomplish the following objective by our next class on: November 5th, 2018

Provide the relevant composite data

Department	Month	Page	Column
Service Department	July	35	2

Action plan for achieving objective
What is the area of focus?
The area of focus is the gross profit of sales percentage in the Service Department.
What is the proposed plan? How will you achieve it?
My proposed plan is to start out by improving our technicians efficiency. We need to insure the right technicians are on the right job based on their knowledge/experience. We will be achieving this by, listing on the repair orders what the estimated times sold to the customers are or SRT times. Then, also communicating this information to the technician. We are also going to add a diagnostic operation to each repair order showing two hours.
How will you track your progress? What measurements, KPI's? How often will you track?
We will measure and track each technicians efficiency monthly and quarterly. I will also be posting a graph showing where we are currently compared to where we need to be. The graph will be easy to read and colored as RED, YELLOW, & GREEN.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
The employees who will be involved include the Service Manager, Service Advisors, and Technicians. Training will be required on the new procedures and understanding of the goal.
Is there a cost, or estimated cost for implementation?
There will be no additional cost besides the time being invested measuring and tracking.
Projected date of completion? November 5th, 2018

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

