



Financial Management Objective Homework

Student Class # **Name:** **Academy**

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

Provide the relevant composite data

Department	Month	Page	Column
Service	April	32	10

Action plan for achieving objective
What is the area of focus? Quick Service - Total Labor Sales
Average \$70.00 labor per quick lanes repair order
What is the proposed plan? How will you achieve it? Marketing plan to address increasing the number of quick oil changes. Quick lube advisor training to create effective customer handling.
We have re-staffed the quick lanes advisors with more experienced service writers. Installed a quick lanes technician process to get the recommended service to the advisors promptly
How will you track your progress? What measurements, KPI's? How often will you track?
Dollars per repair order on DOC, Number of oil changes per month. Total parts per quick lube repair order from GM statement.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Caleb, Shannon, Kelsey, Ronda, Mike and svc CSR gals at desk
Is there a cost, or estimated cost for implementation? Marketing expenses and pay plans

Projected date of completion? December 2018

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