

## Implementation of Ideas

In listening to our phone calls we are terrible on the phone when we get to them, Unfortunately we drop at least 40% of our calls that are transferred from reception To the writers. My plan is to hire an hourly employee to maybe two to take incoming

Calls, and make outgoing thank you calls. This will increase our lane traffic and CSI if

Done correctly. I will announce it in an early morning meeting with all the service writers

I do not see any kick back from them, I actually think they will like the idea.

My biggest problem is where to put them and training, probably closest to the writers

The better. Getting them trained will be another challenge, I prefer to hire experience

People with the phone and send them to a Stuker training. After doing this I expect to

See and immediate jump in RO count and revenue of 10% and after 6 months a 25%

Increase.

Hired people and rolling out on 11/01/2018 all service incoming calls will be directed

To the small BDC dept. We will meet every morning for the first month and after that

3 times a week.

Our facility needs quite a bit of work , our technology is adequate to start our new project

Personnel is in place and each person knows their role and what is expected of them,

Their daily duties are very clear, since these are hourly employees they are expected to

Be doing something at all times except for breaks and lunch. I expect the next 30 days

To be quite the learning process and plan on making changes like coaches do when they

Make adjustments, but it will be a positive outcome.

Following this report you will see my analyses of ROs, I do believe they were cherry Picked but non the less will see what we come up with.