



Financial Management Objective Homework

Student Mark Axelsen **Name:** 326 **Academy**
Class #

I plan to accomplish the following objective July 24, 2017 **by**
our next class on:

Provide the relevant composite data

Department	Mont h	Page	Colum n
Service	April	D	7

Action plan for achieving objective
What is the area of focus? Service Absorption / Breakeven Profile
What is the proposed plan? How will you achieve it? Current Service Absorption = 68.52% GUIDE = 75% GOAL = 85%
1) Increase internal Rate from \$84 to Door rate of \$105 (\$21 increase per hour)
2) Bill out shop supplies on the correct line, make sure customers are paying for the shop supplies that are customer pay, bill out wheel weights at \$2.50 per wheel. Review R.O's every morning and send report to writers and foreman- Felt Tip Review
3) Control discounts by communicating with writers and utilizing owner's advantage program for store credits instead of discounts to create loyalty and increase CP ELR and make sure that CP ELR is more than Warranty ELR for annual warranty rate review.
4) Decrease unapplied time from 8.2% of gross to 5.3% (\$10,000 per month)
How will you track your progress? What measurements, KPI's? How often will you track?
1) Repair Order Review each morning followed by group email to service manager and writers
2) Daily Productivity Report emailed from shop foreman to Service Manager and GM to identify clocked time and flagged time and show proficiency

3) Send letters to vendors to renegotiate contracts 4) Increase average hours per R.O 1/10 th . Currently at 1.74 to 1.84 by utilizing the wiper blades in a bucket, pull every air filter to show customers.
Who are the employees that will be involved, or impacted? Will they require training or assistance?
Steve Crossman, Service Manager- Jen Robinson Assistant Service Manager, All writers and Mark Axelsen.
Is there a cost, or estimated cost for implementation?
No cost.
Projected date of completion? 80% by August 2017 and 85% by December 2017

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