



Financial Management Objective Homework

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Name: N3271
1 **Academy**

I plan to accomplish the following objective our next class on:
12.11.2017
by

Provide the relevant composite data

Department	Mont h	Page	Colum n
Service	April	32	3

Action plan for achieving objective
What is the area of focus? Increase customer pay by .07 tenths
What is the proposed plan? Implement a Multi-point inspection on every service visit to target a 95% penetration to increase customer pay per RO.
How will you achieve it? Track Ro's vs Multi-point attached
How will you track your progress? Each hard copy must have multipoint attached and completely filled out
What measurements, KPI's? Multipoint competition % and customer pay hours per RO
How often will you track? Daily, Weekly, Monthly
Who are the employees that will be involved, or impacted? Service Advisors and Techs
Will they require training or assistance? Yes
<p>Service Advisor: The service advisor reviews the finished and submitted inspection sheet, contacts customer for approval of additional work and updates the repair order with approved or denied work.</p> <p>Technician: The Tech should start the inspections as soon as he obtains the vehicle, completely fills out the multipoint sheet and submits results and recommendations to the service advisor. It is important that the inspection takes</p>

place immediately so the advisor can contact the customer for approval of additional work.

Is there a cost, or estimated cost for implementation? None

Projected date of completion? 12-31-2017

Jan.	Feb.	March	April 1.7 - %	May	June
July	Aug.	Sept.	Oct.	Nov.	Dec. TARGET 2.0 - 95%