



## Financial Management Action Plan Homework

*Homework is due the Monday of the week before you return for Parts Class*

**Student Name:** Jim Tompkins

**Academy Class #:** PAG14

### GOAL WRITING

**Example: I will decrease my 5K run time from 30 minutes to 21 minutes by June 15, 2019.**

**What is your Goal?**

**I will increase my store's YTD Service CSE Score from 91.0 to 93.0 by September 30<sup>th</sup>, 2019**

**How do you plan to achieve your goal:**

**Assess and add staff if needed, decrease express service wait times, enhance follow up process.**

**How will you track your progress? What measurements, KPI's? (think about current vs past measures)**

**Honda Monthly CSE Report, Daily CSE Report.**

**The benefits of achieving this goal will be:**

**Happier customers, faster turnaround time on express service, more efficient service department.**

**Take Action!**

#### Potential Obstacles

**Not enough express techs program.**

**Not enough staff to properly follow up with every customer staff in BDC to follow up.**

#### Potential Solutions

**Hire More - tech referral**

**Assign more**

**Advisors not making this a priority  
change for accountability.**

**Advisor pay plan**

**Who on you staff will need to be involved to accomplish this goal:**

**Tom Houser, Ron Harris, Service Advisors, Technicians, Porters, BDC Reps**

**Specific Action Steps:** *What steps need to be taken to get you to your goal?*

**What?**

**Expected Completion**

**Completed**

**Make CSI Scoreboards for each advisors desk**

**04/15/2019**

**Assign BDC Supervisor to implement follow up process**

**04/01/2019**

**04/01/2019**

**Change Service Advisor Pay Plan**

**04/01/2019**

**04/01/2019**

**Increase to 8 Full Time Express Techs**

**05/15/2019**

**Add one Service Advisor**

**05/01/2019**